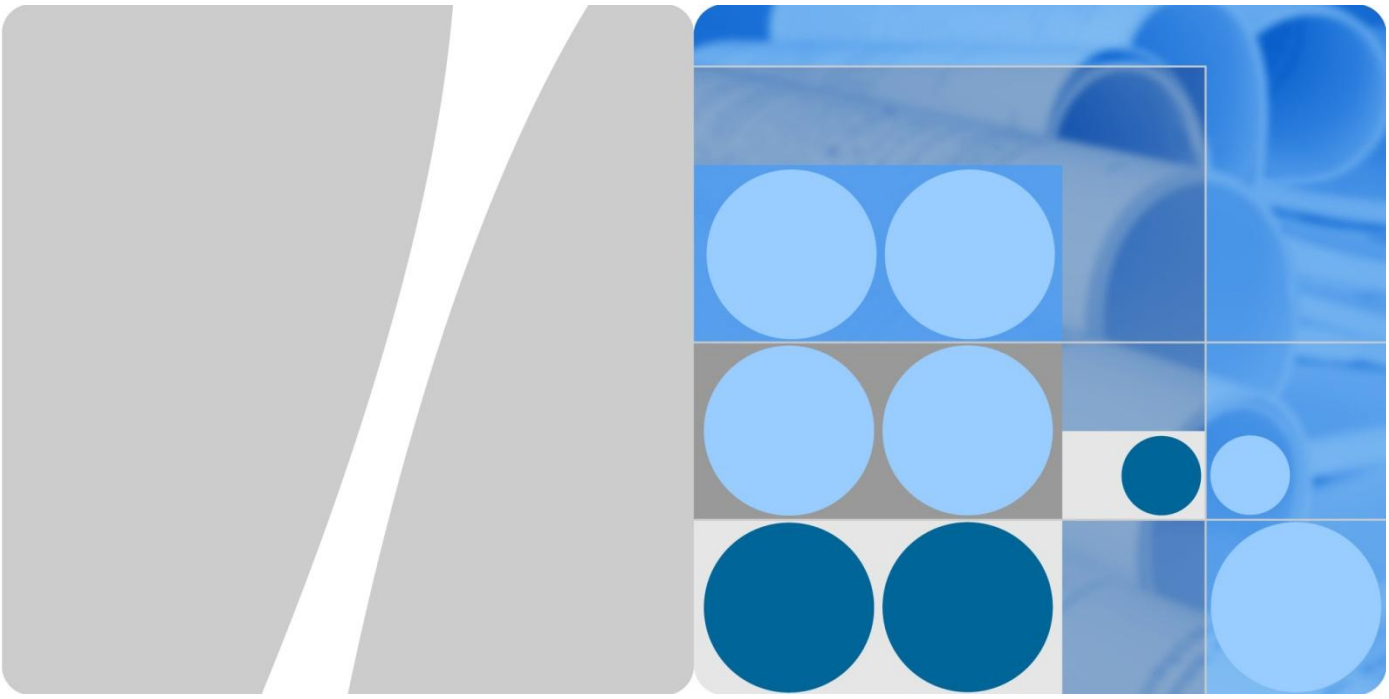

HUAWEI U9200
V100R001

Smartphone FAQs

Issue 01

Date 2012-04-09

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About This Document

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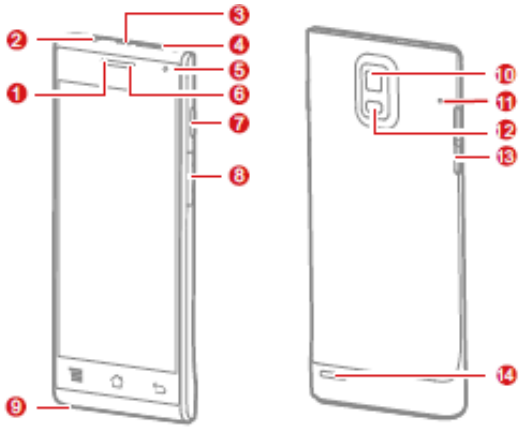
1 Basics

1.1 Your Phone at a Glance



1	Earpiece	8	microSD card slot
2	Headset jack	9	Microphone
3	Charger jack/USB port	10	Camera
4	USIM card slot	11	Noise reduction microphone
5	Secondary camera	12	Flash unit
6	Status indicator	13	Volume keys
7	Power key	14	Speaker

	• Press and hold to power on your phone. • Press and hold to display the options menu from where you can power off the phone and perform some shortcut operations. • Press to lock the screen when your phone is active. • Press and hold for 10 or more seconds to forcibly power off the phone.
	• Touch to return to the previous screen. • Touch to exit the current application.
	• Touch to return to the Home screen.
	• Touch to display the current screen's options menu (some screens have no menu).

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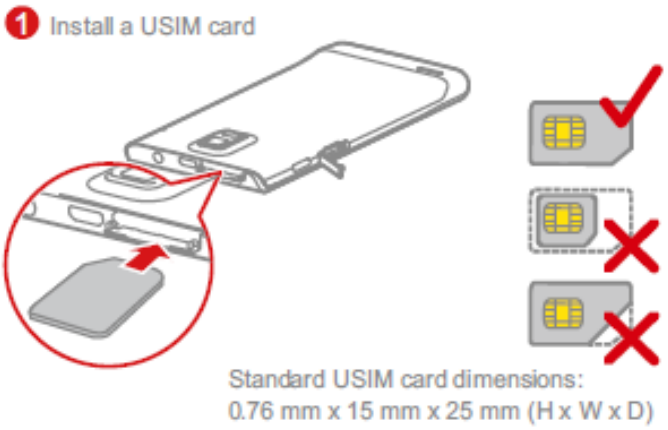
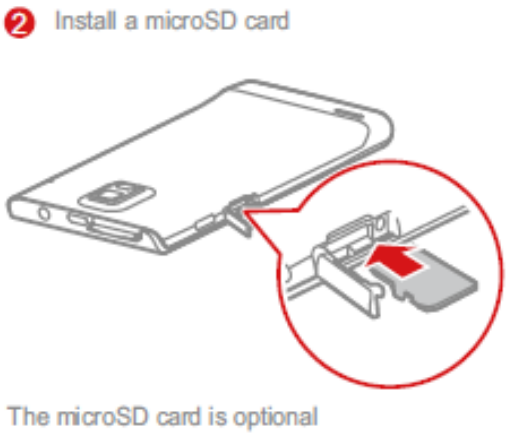
1.2 Installation

1.2.1 How do I install a SIM card, microSD card, and the battery?





- Your phone supports only standard USIM cards. Using a non-standard USIM card may cause damage to your phone.
- Do not install or remove a USIM card when your phone is powered on.

NOTE

Do not remove the battery yourself. To have the battery removed, contact a Huawei authorized service center.

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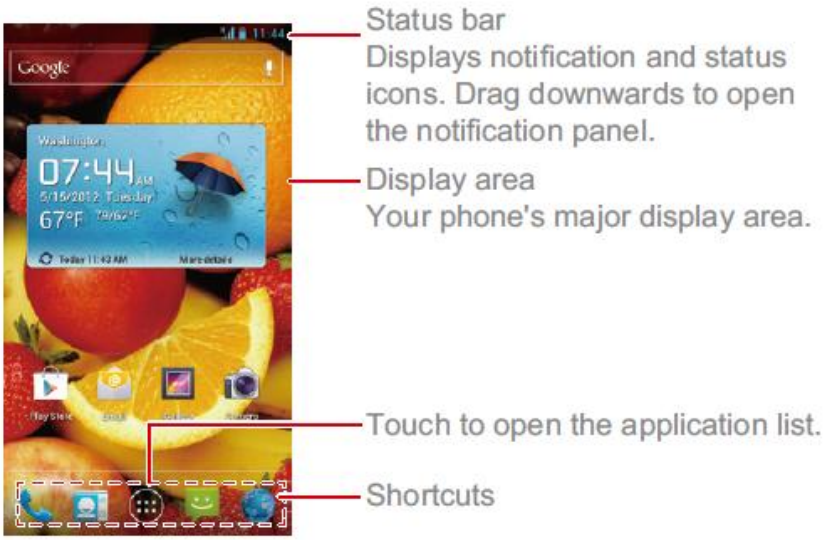
1.3 Home Screen



NOTE

Touch and hold to display the Task Manager screen.

1.3.1 How do I add or delete a Home screen?

- From any Home screen, pinch two fingers together or touch to display the thumbnails of the Home screens, as shown in the following figure.
- Touch the white plus sign (+) to add a Home screen or touch the red cross (**x**) in the upper left corner of a blank screen to delete it.
- Touch at the bottom of a Home screen to set it as the default Home screen.
- Touch and hold the Home screen's thumbnails and drag them to rearrange the Home screens.
- Touch to return to the previous screen, touch to go to the default Home screen, or touch a thumbnail to go to the corresponding Home screen.

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NOTE

You cannot add any other Home screens if there are already seven screens.

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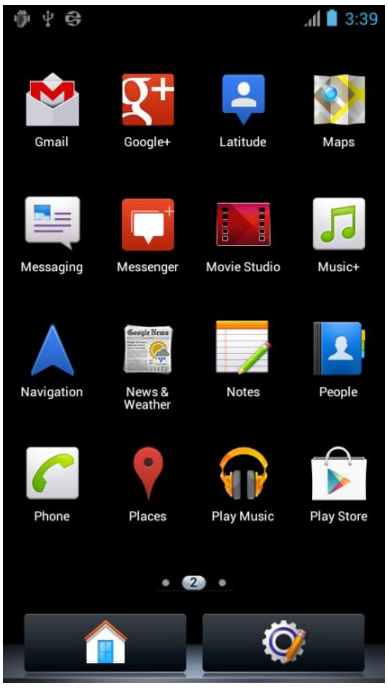
1.4 3D Application List

1.4.1 Application List



NOTE

Touch and hold to display the Task Manager screen.

1.4.2 How do I edit the application list?

In the application list, touch . The screen shown in the following figure is displayed.

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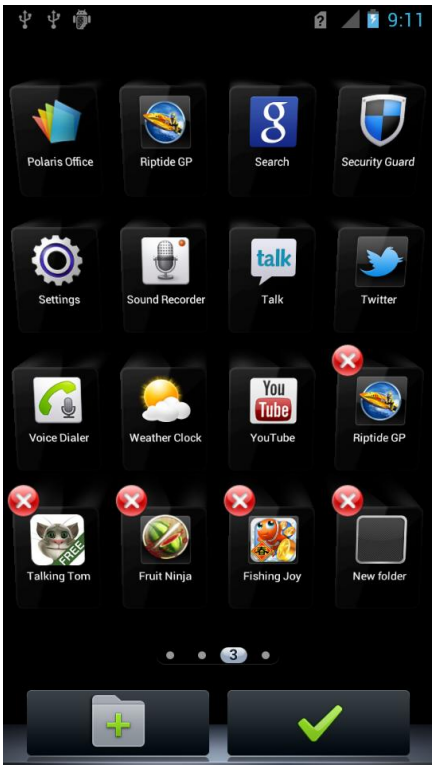
- To move an icon, touch and hold the icon, and drag it to any blank area of the current or another screen. If dragged to a blank area, the icon is moved to the new position.
- To delete an empty folder, touch the red cross (**x**) in its upper left corner. Note that only empty folders can be deleted. To move an icon to a folder, touch and hold the icon and drag it to the desired folder. The folder then scales, and the icon is moved into the folder. A folder can contain a maximum of 12 applications.



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- Touch a folder to open it. Touch an area out of the folder to close the folder. You can drag the icons out of the folder or rearrange them in the folder.

NOTE

When an icon is moved, the icons in the application list are automatically aligned from left to right and from top to bottom.

1.5 Status Bar and Status Icons

	Signal strength		No signal
G	GPRS network connected	G	GPRS network in use
E	EDGE network connected	E	EDGE network in use
3G	3G network connected	3G	3G network in use
H	HSPA network connected	H	HSPA network in use

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R	Roaming		Airplane mode
	Bluetooth on		Receiving location data from GPS
	Speaker activated		Alarm enabled
	Vibration mode		Silence mode
	Call muted		Charging
	Battery full		Battery extremely low

	Call in progress		Missed calls
	Call in progress using a Bluetooth headset		New mail in your Gmail account
	New message		Message not sent
talk	New chat message		New email
	New voicemail		Connected to a PC

1.6 Text Messages

1.6.1 What is the difference between text messages in an Android OS and those in a traditional OS? What is the advantage of text messages in the Android OS?

- Difference

  In a traditional operating system (OS), text messages are stored in your inbox and sent box. In an Android OS, text messages to or from a contact are stored in a thread. Only one draft can be saved for each thread.

- Advantage

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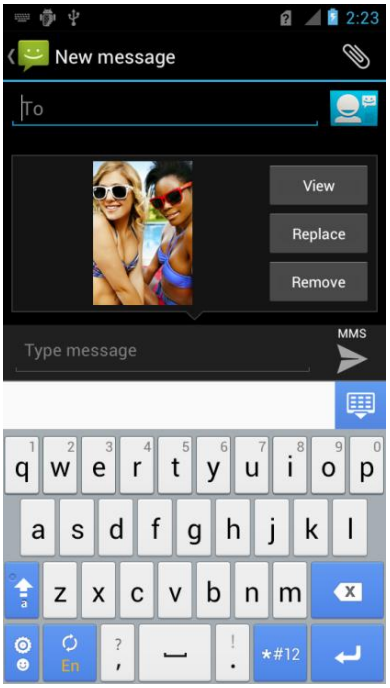
Messaging in an Android OS is similar to instant messaging services such as MSN, which helps you to follow the conversation more easily.

1.6.2 How do I send a multimedia message?

Step 1 Open Messaging.

Step 2 From the message editing screen, touch to attach a file to the message, or touch and hold a file when viewing it to share the file by sending a multimedia message.



----End

1.6.3 How do I change the input method?

Touch a text field to bring up the keyboard, and drag the status bar downward to select the desired input method.

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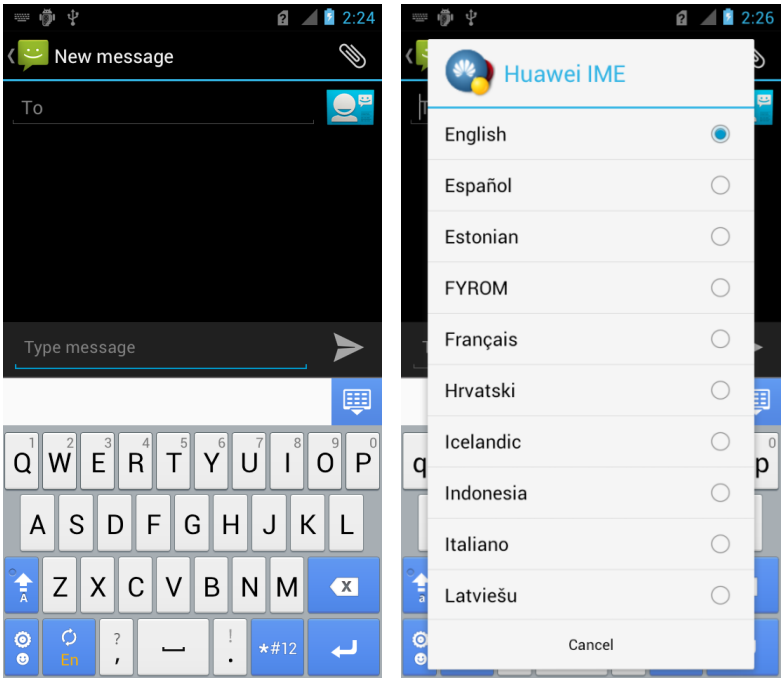
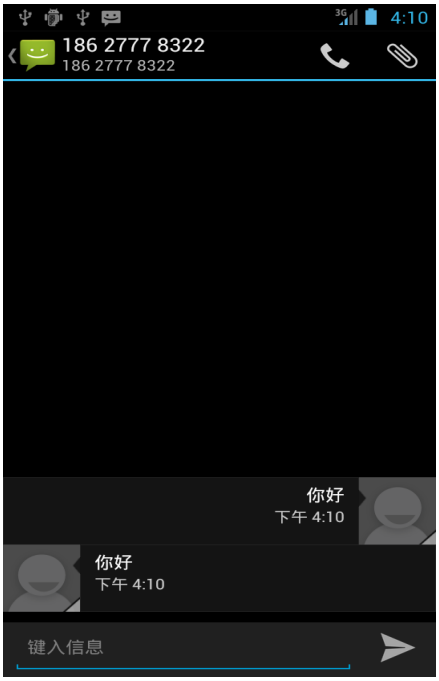


1.6.4 Does my phone receive a long text message as several messages or a single complete message?

As a single complete message.

1.6.5 How do I identify received and sent messages?

Sent messages are listed on the right and received messages are listed on the left.



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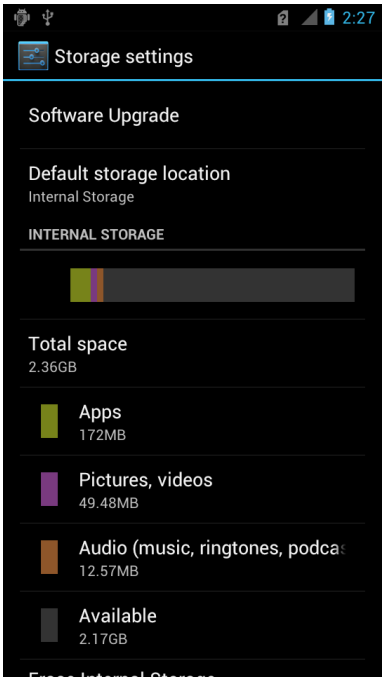
1.6.6 How many text messages can be stored on my phone?

It depends on your phone's storage capacity.

To check your phone's storage capacity, touch > **System settings** > **Storage**.

Your phone's storage status is displayed under **INTERNAL STORAGE**.



By default, a thread can contain a maximum of 200 text messages.

To set the number of messages that can be contained in a message thread, touch **Messaging** > > **Settings** > **Text message limit**, and set the message limit.

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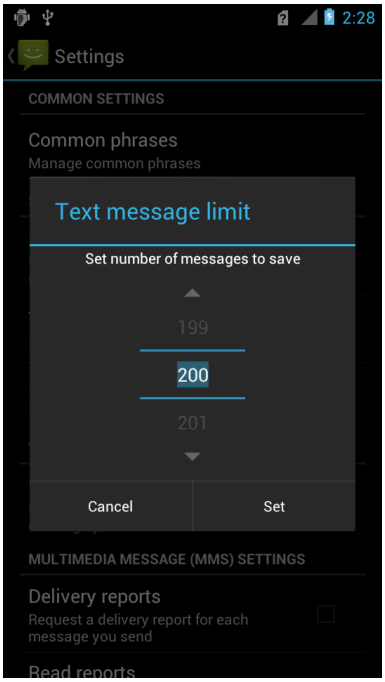

1.6.7 If I forward a message in a thread, will all the messages in the thread be sent or only the desired message?

Only the message you selected will be forwarded.

1.6.8 How do I set a song as a ringtone for incoming calls or new messages?

- To set the ringtone for new messages, touch > **System settings** > **Sound** > **Default notification**, and select the audio file you want.
- To set the ringtone for incoming calls, touch > **System settings** > **Sound** > **Phone ringtone**, and select the audio file you want. Alternatively, open Music+, touch and hold the audio file you want, and select **Set as ringtone**.

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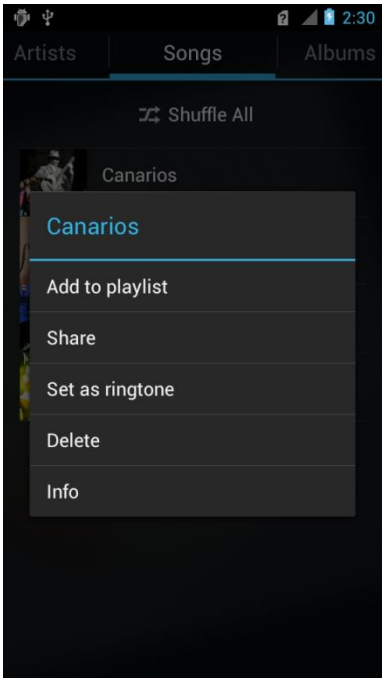

1.6.9 How do I set my phone to vibrate when I receive new messages?

Open Messaging, and touch > **Settings > Vibrate.**

1.6.10 How many Chinese and English characters can be contained in a long text message?

A text message can contain 160 English characters or 70 Chinese characters.

A long text message can contain up to 10 pages. If the message content is more than 10 pages, the message will be automatically converted to a multimedia message.

1.6.11 Can I delete multiple messages at a time?

You can delete multiple threads at a time but not multiple messages in a single thread.

1.7 Multimedia Messages

1.7.1 Are there any restrictions on the size, format, or resolution of a file to be attached to a multimedia message?

- If an audio or video file exceeds the size limit (generally 300 KB), it cannot be attached to a message
- If a picture is too large, it will be automatically compressed before being attached to the message. As a result, the resolution of the picture attached to the message decreases.

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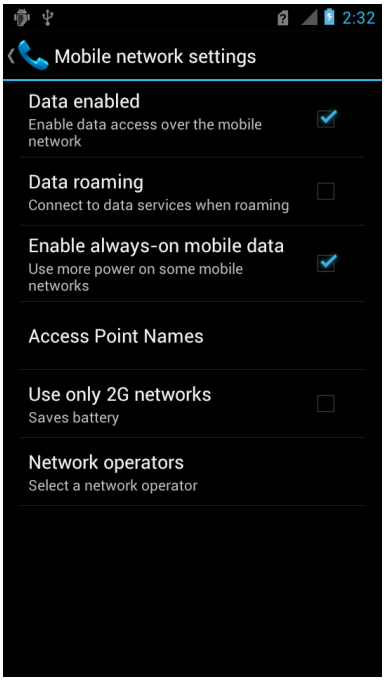
- Video files in 3GP and AVI formats are supported. When you are recording a video clip to be attached to a multimedia message, the video clip resolution will be decreased to increase the video duration.

1.7.2 My phone failed to send or receive a multimedia message. Why? What can I do?

- Multimedia messages cannot be received if you do not have sufficient storage available on your phone. To solve this problem, delete unnecessary files to increase your phone's available storage space.
- Multimedia messages cannot be sent or received if data services are disabled. To solve this problem, touch > **System settings** > **More…** > **Mobile networks**, and select **Data enabled**.



1.7.3 Can I change the font size of SMS or MMS text?

No.

1.8 Call

1.8.1 How do I check my total data traffic and call duration?

To check your total data traffic, touch > **System settings** > **Data usage**. There are no preinstalled applications to check your total call duration.

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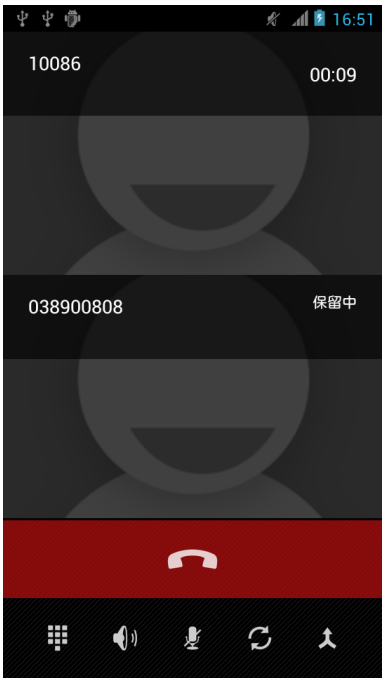
1.8.2 How do I switch between multiple ongoing calls?

When you have multiple ongoing calls, touch to switch between them.



1.8.3 Does the phone support video calls?

No.

1.8.4 Can I use the button on the earphones to answer an incoming call or play music?

Yes. When you receive an incoming call, you can press the earphone button to answer the call. In standby mode, you can press the button to play music.

1.8.5 Can I copy multiple contacts from the phone to the USIM card at a time? If yes, after I doing so, the number of contacts saved to the USIM card is less than that copied from the phone. Why?

Yes, you can copy multiple contacts from the phone to the USIM card at a time.

If the USIM card contains contacts with the same names as those copied from the phone, the contacts will be merged. In this case, the number of contacts saved to the USIM card is less than that copied from the phone.

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1.9 Music+

1.9.1 How do I view the lyrics of a song when the song is playing?

Play the song with the preinstalled music player that supports lyrics display. You can also install an Android application package file (APK) to play the song.

1.9.2 When playing music or video clips, does the media player support functions such as fast-forward, rewind, pause, and repeat?

Yes.

1.9.3 I set an audio file on my microSD card as my ringtone and I removed the microSD card, does the phone still use the file as my ringtone?

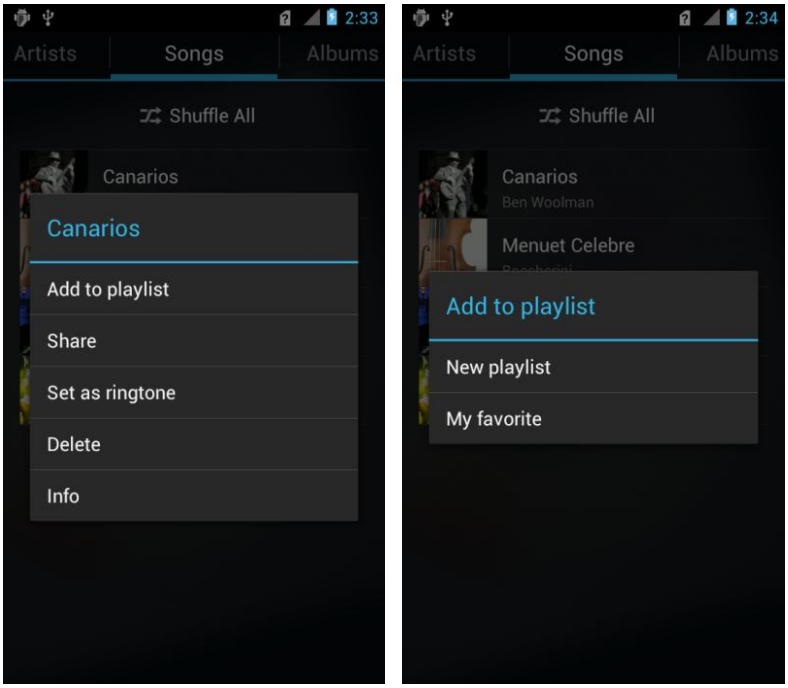
No. When the SD card is removed, the phone uses the default ringtone.

1.9.4 How do I create a playlist?

Step 1 Open Music+, touch and hold the audio file you want to add to a playlist.

Step 2 Touch and hold the audio file you want to add to a playlist and touch **Add to playlist** > **New playlist**.

Step 3 Name the playlist and touch **Save**.



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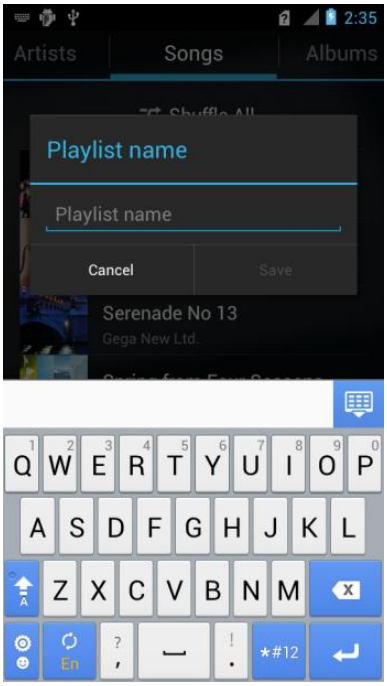

----End

1.9.5 How many playing modes does Music+ support? What are they?

- Shuffle is off (by default): play all audio files in a playlist in sequence and stop playing after all the files have been played.
- Shuffle is on: play all audio files in the playlist in a random order and stop playing after all the files have been played.
- Repeat all songs: play all audio files in a playlist in sequence and repeat the playlist in sequence after all the files have been played.
- Repeat the current song: play the current audio file repeatedly.
- Shuffle is on + Repeat all songs: play all audio files in the playlist in a random order and repeat the playlist in a random order after all the files have been played.

1.9.6 How do I play audio files in the backend and exit Music+?

- To play audio files in the backend, touch or when playing an audio file using Music+.
- To exit Music+, pause the current song, and touch or , or touch > **Exit**.

1.9.7 How do I set the Dolby sound effect?

- To turn the Dolby sound effect on or off, open the media player, or is display at the top of the screen. When the button is blue, the Dolby sound effect is turned

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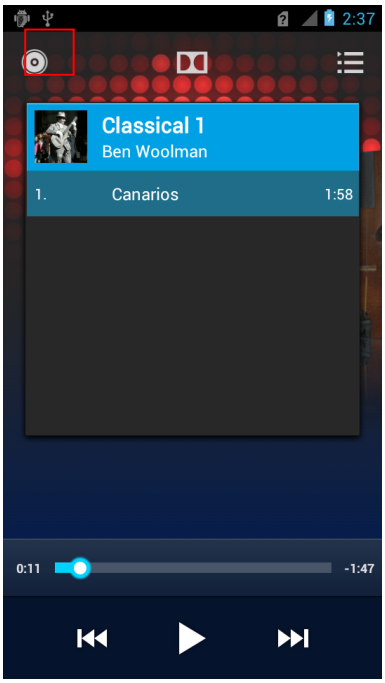
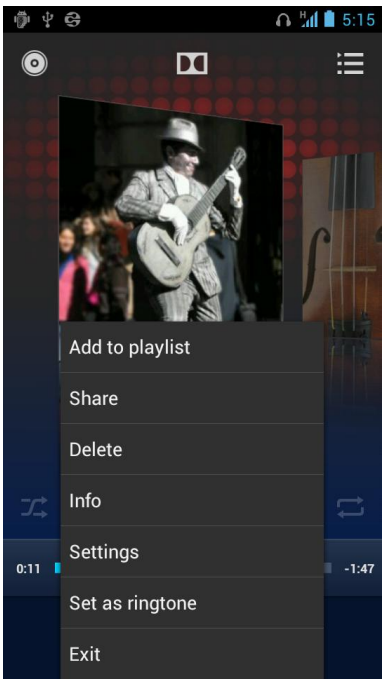
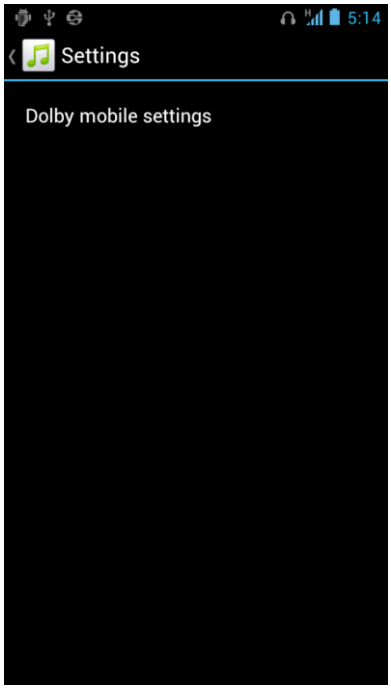
on, when it is grey, the Dolby sound effect is turned off, as shown in the following figures.



- To enable Dolby sound effect, insert your earphones, open Music+, and play an audio file. Touch > **Settings** > →**Dolby Mobile Settings**, select a sound effect, and touch **OK**.





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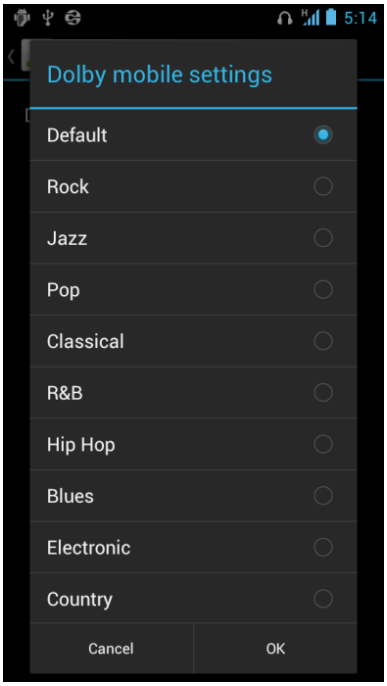

1.10 Camera

1.10.1 Where are my photos and video clips saved? Can I change the path?

- When a microSD card is available, photos and videos are saved on the microSD card.
- To set the default saving location, touch > **Preferred save location** > **Memory card**/**Phone**.

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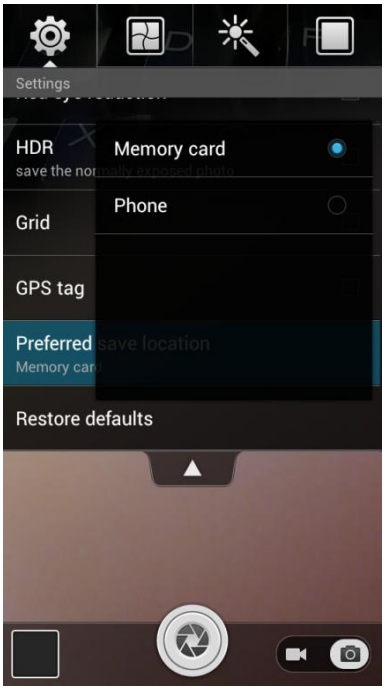

See the following table for reference.

Default saving location	Whether a microSD card is installed	Saving location for photos and video clips
Phone memory	Yes	microSD card
Phone memory	No	Phone memory
microSD card	Yes	microSD card
microSD card	No	Phone memory

- To view photos or video clips:
  - If the photos or video clips are saved in the phone memory, touch **File Manager** > **Local files** > **Internal** > **DCIM** > **Camera**.
  - If the photos or video clips are saved in the microSD card, touch **File Manager** > **Local files** > **SD card** > **DCIM** > **Camera**.

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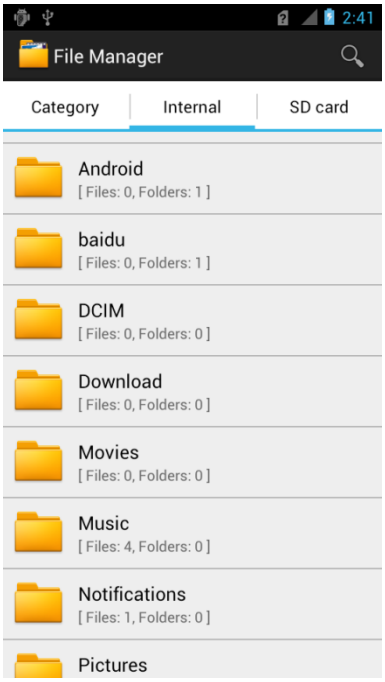
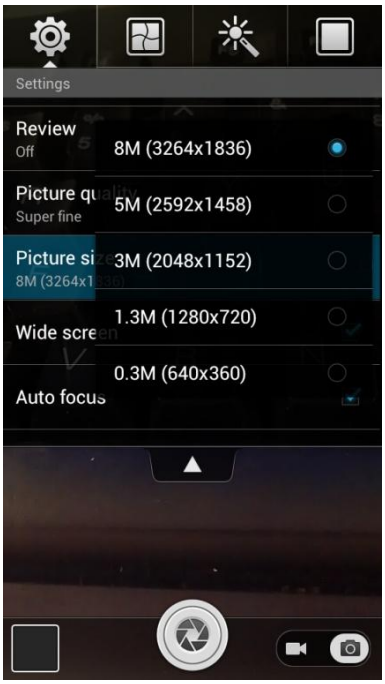


1.10.2 What picture formats and resolutions does Camera support?

Camera supports the JPEG format.

- The rear camera supports picture resolutions of 8 MP, 5 MP, 3 MP, 1 MP, and 0.3 MP.



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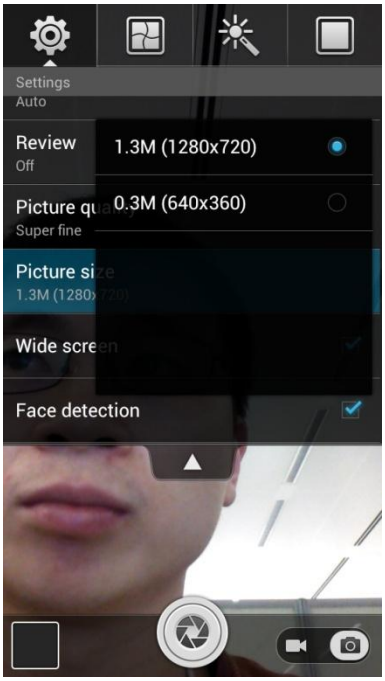
- The front camera supports picture resolutions of 1.3 MP and 0.3 MP.



1.10.3 How many cameras does the phone have? What are their specifications? Do they support zoom and autofocus?

Your phone comes with two cameras: a rear camera and a front camera.

See the following table.

Camera	Resolution	Whether zoom is supported	Whether autofocus is supported
Rear camera	8 MP	Yes	Yes
Front camera	1.3 MP	Yes	No

1.10.4 What video formats and resolutions does Camera support?

Camera supports the MP4 video format.

- The rear camera supports the video resolutions of 1920 x 1080 pixels (full HD), 1280 x 720 pixels (HD), 960 x 540 pixels (QHD), 640 x 480 pixels (VGA), 320 x 240 pixels (QVGA), and 176 x 144 pixels (MMS).

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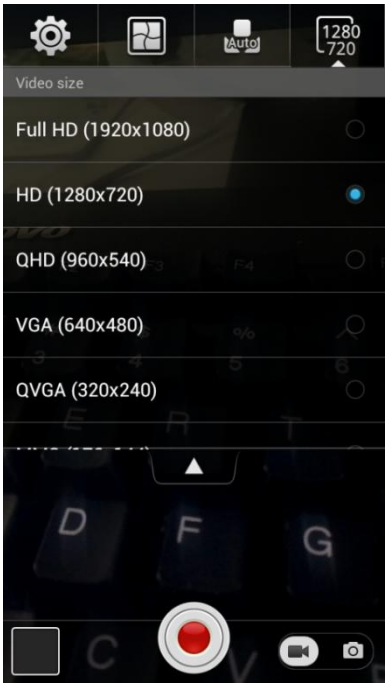
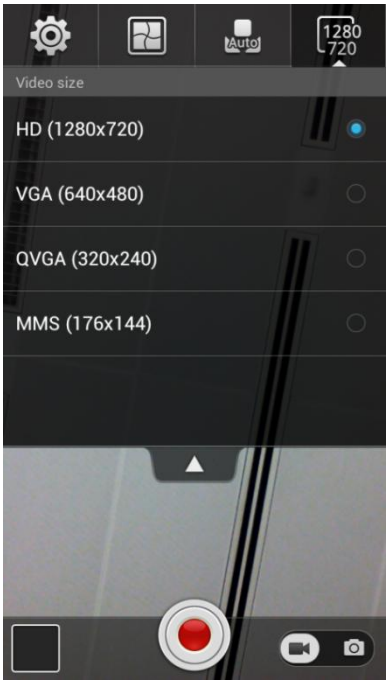


- The front camera supports video resolutions of 1280 x 720 pixels (HD), 640 x 480 pixels (VGA), 320 x 240 pixels (QVGA), and 176 x 144 pixels (MMS).



1.10.5 Can I play video clips in full-screen mode?

Yes.

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1.10.6 If the phone does not have a microSD card installed, can I use it to take photos or record video clips?

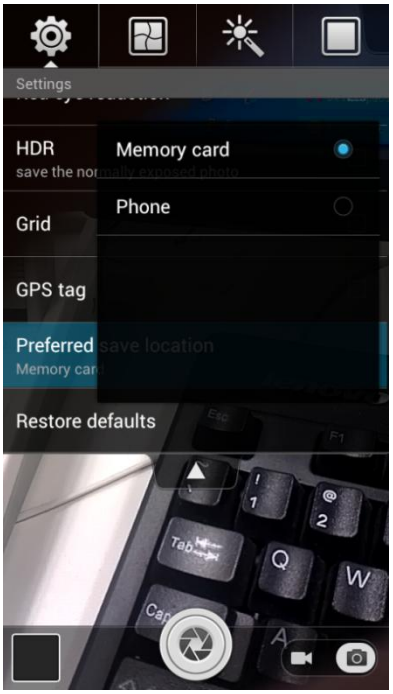
Yes. If a microSD card is not installed, photos and video clips are saved in the phone's internal storage.

1.10.7 Can I disable the shutter sound?

The shutter sound is disabled when you take photos in silent mode.

1.10.8 How do I set the phone to save photos and video clips to the microSD card after they are captured?

Go to Camera's settings menu and set the preferred saving location to microSD card. Photos and video clips you capture will then be saved to the microSD card.



1.10.9 Can I add a frame to a photo?

No.

1.10.10 I cannot open some pictures or video clips. Why?

Possible causes are as follows:

- The phone does not support the file format.
- The phone's RAM is insufficient.
- The file has corrupted.
- The file is copyright-protected.
- The phone's battery level is low.

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- Unknown errors occurred in the phone's OS or applications. Restart the phone and try again.

1.11 Streaming Media

1.11.1 Will the phone stop playing streaming media when I receive an incoming call? If yes, will it resume playing after the call is ended?

- The phone stops playing the streaming media when you have an incoming call.
- After the call is ended, the phone resumes playing the streaming media.

1.11.2 The phone cannot play some streaming media. Why?

Possible causes are as follows:

- The phone does not support the file format.
- The network connection is unstable.
- The phone's RAM is insufficient.

1.11.3 What causes poor quality of online streaming media played on the phone?

Possible causes are as follows:

- The source streaming media is of poor quality.
- The network connection is poor.
- The phone's hardware may be faulty, for example, the display is damaged. To check this, use another device to play the online streaming media for comparison.
- The phone's RAM is insufficient.
- The CPU usage is high.
- Too many applications are running.

1.11.4 Does playing online streaming media use the phone's internal storage?

No. When playing, the online streaming media occupies the RAM rather than the mobile phone's internal storage.

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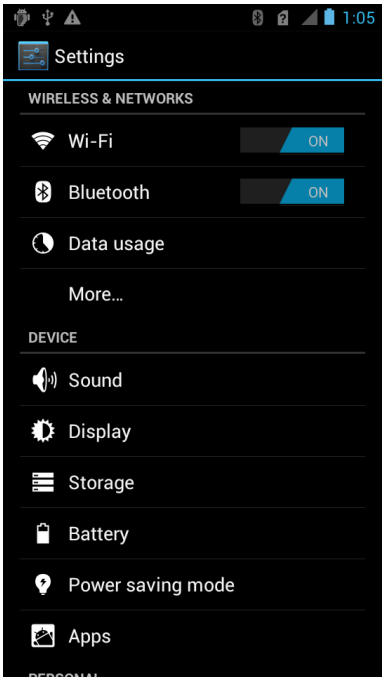
1.12 Bluetooth

1.12.1 My phone cannot be discovered by other devices. Why? What can I do?

- Bluetooth has been turned off. To solve this problem, touch > **System settings**, and switch on Bluetooth.



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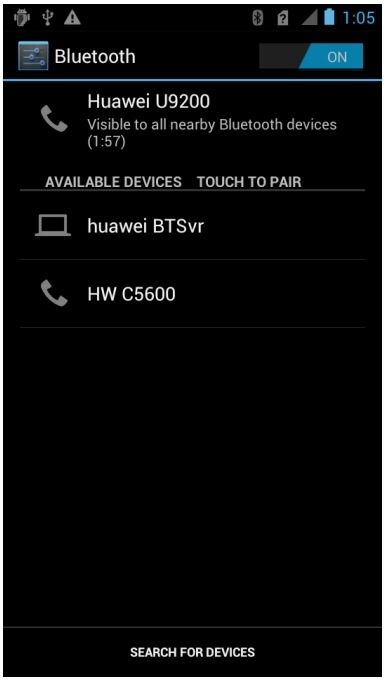
- The phone is not set to **Discoverable** after Bluetooth is turned on. To solve this problem, touch > **System settings**, switch on Bluetooth, and touch the name of your phone.



1.12.2 What files can be transmitted using Bluetooth?

Data files such as audio files, video files, photos, contacts, and compressed files can be transmitted using Bluetooth.

1.12.3 How do I share my phone's data connection using Bluetooth tethering?

Step 1 Ensure that your phone's data services and Bluetooth have been enabled.

Step 2 Touch > **System settings** > **More…**. The **Wireless & networks** screen is displayed.

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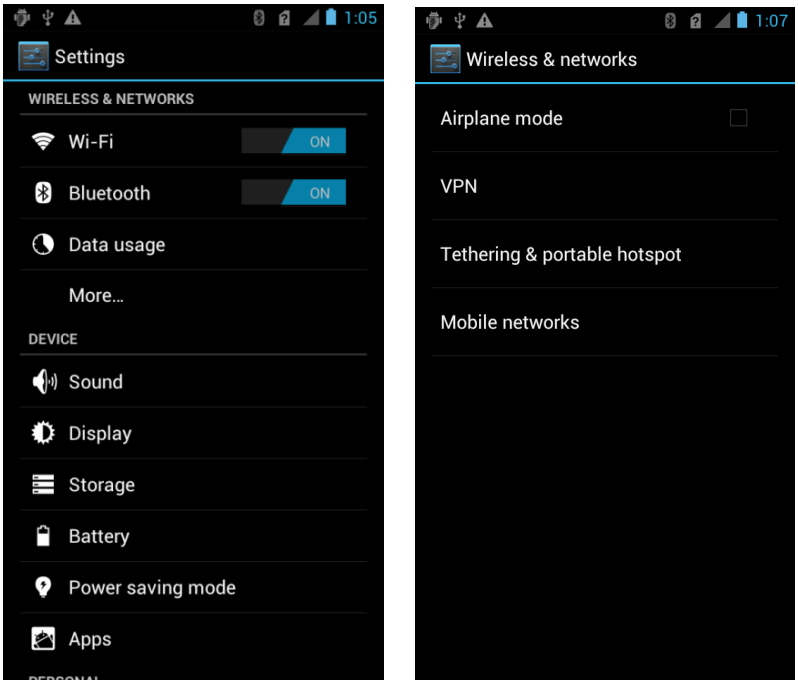

Step 3 Touch Tethering & portable hotspot, and select Bluetooth tethering.

Step 4 To access your phone's data connection using another phone, pair the phone with your phone.

Step 5 From the paired phone, select your phone and display the device details. Touch **Internet access**.

----End

1.12.4 Can I use Bluetooth to synchronize data with a computer?

No.

1.12.5 Can I make calls or listen to music using a Bluetooth headset? If yes, how?

Yes. Turn on the Bluetooth headset, and set it to discoverable. Turn on Bluetooth on your phone, and search for the headset. After the headset is found, pair your phone with the headset. You can then use the headset to make calls or listen to music.

Note: To listen to music, use a stereo Bluetooth headset.

1.12.6 What is the Bluetooth's working range?

The working range is approximately 10 meters.

1.12.7 My phone fails to pair with other Bluetooth devices. Why?

- The phone fails to find other Bluetooth devices. To solve this problem, check that Bluetooth on other devices is turned on and the devices are set to discoverable.

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- The phone cannot detect a Bluetooth headset. To solve this problem, check that the headset is set to discoverable. For details about how to set the headset, see the headset user guide.
- The phone cannot connect to other phones when sending files. To solve this problem, check that the phone to be connected is able to receive files and is able to receive files of the sending formats.

1.12.8 Can I connect my phone to a computer and access the Internet using Bluetooth?

You can connect your phone to a computer using Bluetooth, but you cannot access the Internet on your phone after the connection is set up.

1.13 Email

1.13.1 How do I set up or remove an email account? How do I send an Email?

To add an email account:

When using the Email application for the first time, set up an email account as follows: (Note that using Email requires Internet access.)

Step 1 Touch > **Email**.

Step 2 Touch the email service provider you want to use, or touch **Others** to enter an email address and password, then touch **Next**.

You can set up an email account manually or set the phone to set up an email account automatically.

----End

Manual setup (IMAP is used as an example)

Step 1 On the **Account setup** screen, enter your email address and password, touch **Next**, and touch **IMAP**.

Step 2 Configure incoming server settings, and touch **Manual setup**.

Step 3 Configure outgoing server settings, and touch **Next**.

Step 4 On the Account settings screen, set Inbox checking frequency, and touch Next.

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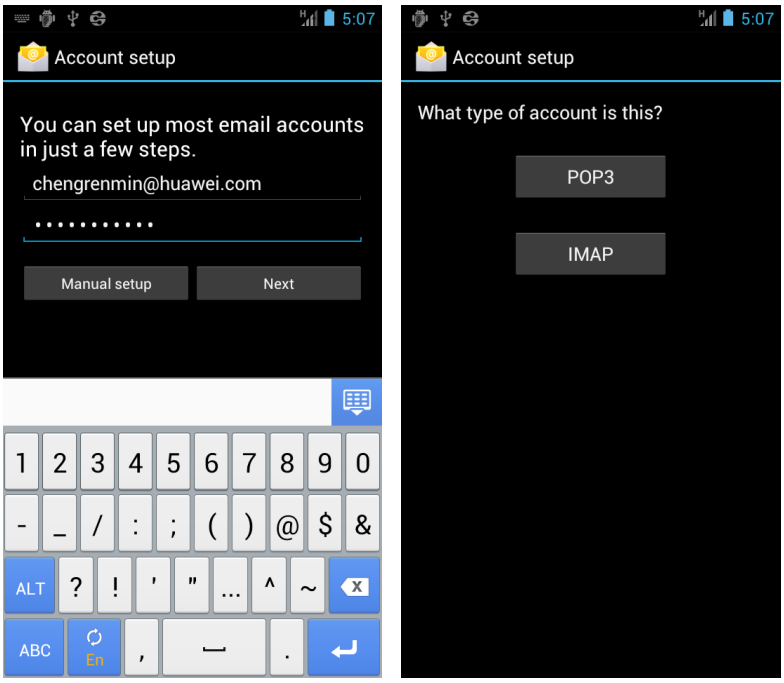
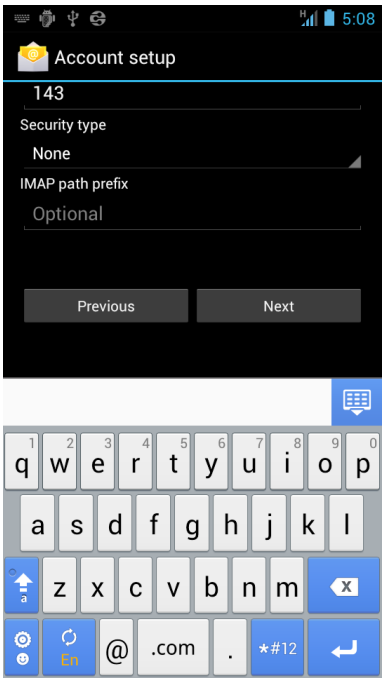
Step 5 On the **Account setup** screen, enter the name you want recipients to see, name the account, and touch **Next**. The account is set up, and the **Inbox** screen is displayed.





----End

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Automatic setup

Step 1 On the **Account setup** screen, enter your email address and password, and touch **Next**.

Step 2 Follow the onscreen instructions to configure the email settings.

Step 3 After creating your initial email account, from the **Inbox** screen, touch > **Settings** > **ADD ACCOUNT t**o add more email accounts.

----End

To remove an email account:

Step 1 On the **Inbox** screen, touch > Settings.

Step 2 On the **Settings** screen, touch the account you want to remove.

Step 3 Touch **Remove account** at the bottom of the menu, and touch **OK**. The email account is then removed.

----End

To view an email:

Step 1 On the **Inbox** screen, touch the email you want to view.

Step 2 You can also touch the folder icon to view more folders.

----End

To send an email:

Step 1 On the **Inbox** screen, touch to create a new email.

Step 2 In **To**, enter the recipient's email address.

Step 3 Enter the email subject, and then compose your email.

Step 4 Touch in the upper right corner to send the email.

----End

1.14 GPS Navigation

1.14.1 Does the phone support GPS?

Yes.

1.14.2 How can I use the phone to locate my position quickly?

- Wireless network location can locate your position quickly. To enable wireless network location:

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Touch > **System settings** > **Location services**, and select **Google's location service**.

- To enable GPS location:

  Touch > **System settings** > **Location services** > **GPS satellites**.

1.14.3 The navigation application on my phone cannot receive signals from GPS satellites. What can I do?

Take your phone to an area with better signal strength.

Check the **Location services** settings. If only **GPS satellites** is selected, this problem may occur when you are in a built-up area. To solve this problem, take your phone to an open area. You may have to try for several times before your phone receives signals from GPS satellites.

1.14.4 When used indoor, my phone usually fails to locate my position. When it finally locates my position, the displayed position is far from the actual position. Why? Does my phone support voice navigation?

This problem may occur because GPS signals received indoor are weak. If you attempt to use GPS to determine your location, your phone may not be able to receive signals from GPS satellites.

The location accuracy is dependent on the accuracy of the GPS satellites and the map used by your phone.

You can use voice navigation if your navigation application supports this function.

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2 Common Settings

2.1 How do I upgrade my phone's software?

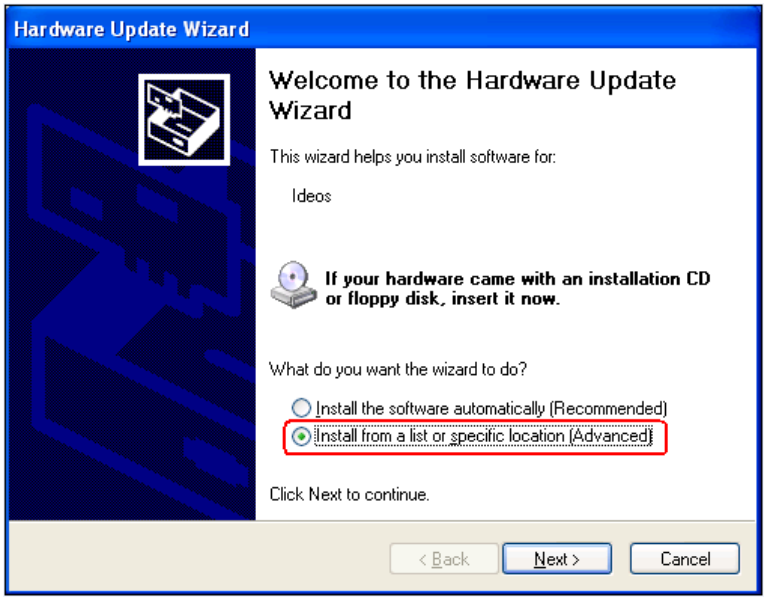
NOTE

After an upgrade, all user data such as contact information, text messages, and multimedia messages on your phone will be erased. Therefore, back up important data before upgrading your phone's software.

- To upgrade online, touch > System settings > About phone > Online update.
- To upgrade using a microSD card, download the upgrade package from a Huawei server to the microSD card, and touch > **System settings** > **Storage** > **Software Upgrade** > **SD card Upgrade**.

2.2 How do I install the ADB driver?

Use a USB cable to connect your phone to a computer, and an installation wizard runs automatically. Follow the instructions to install the Android Debug Bridge (ADB) driver, as shown in the following figures.



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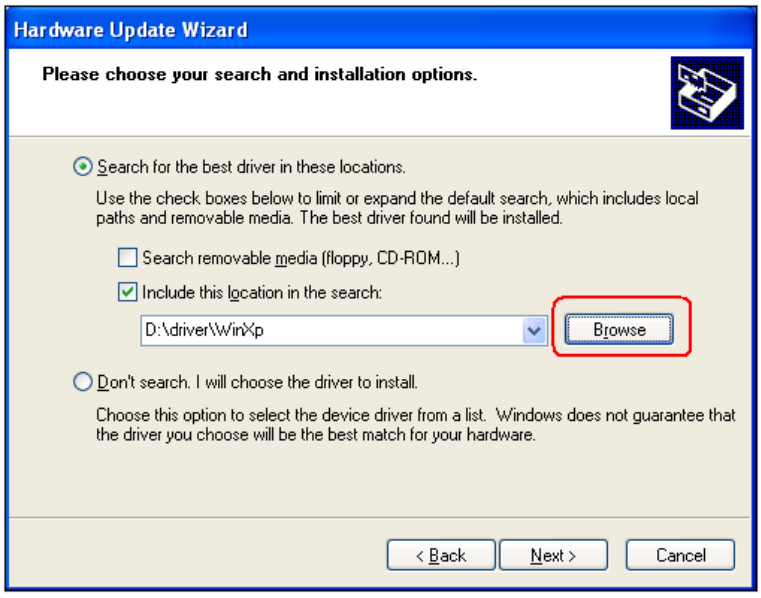

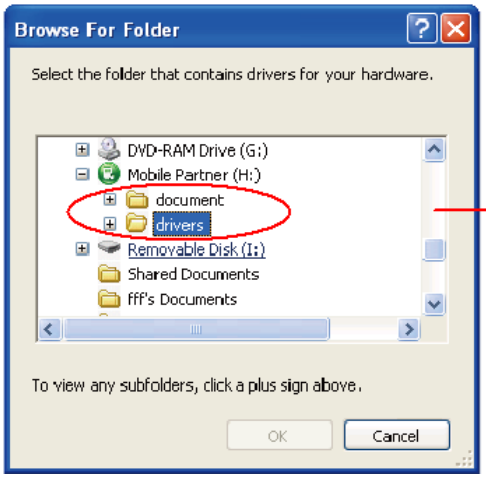

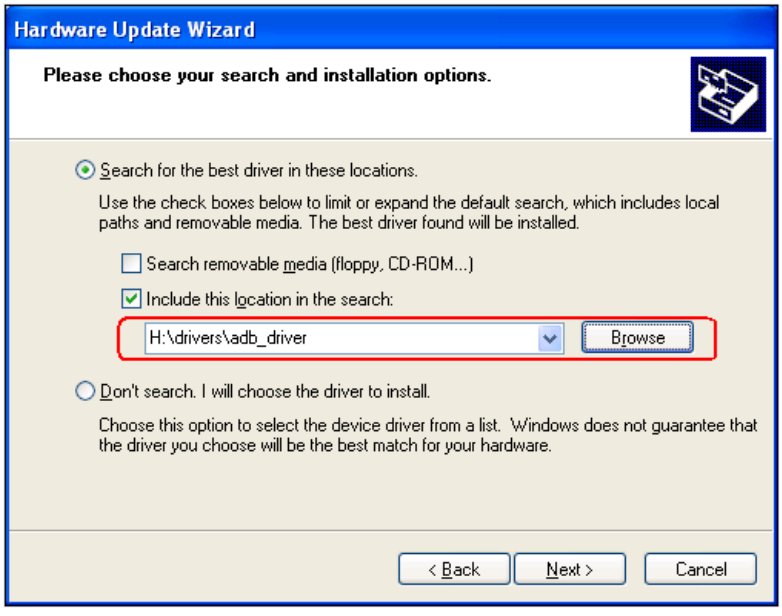

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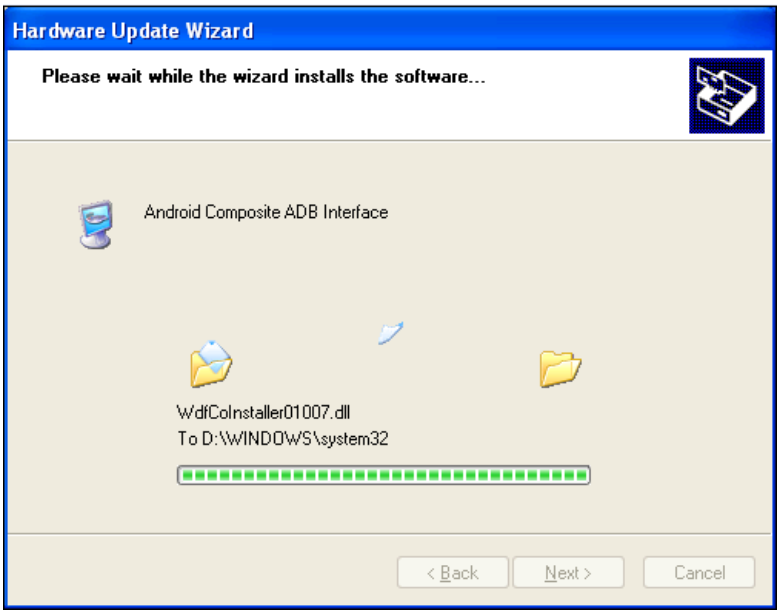

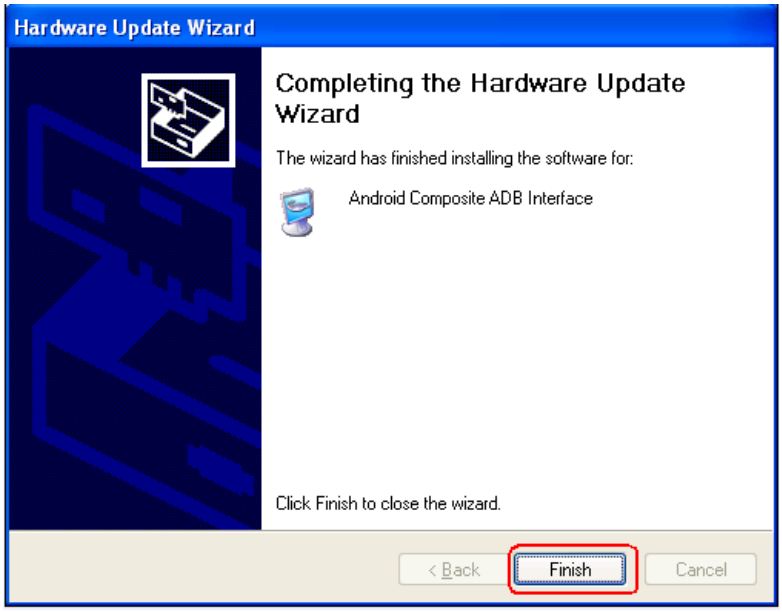

NOTE

If the installation wizard does not run automatically after the phone is connected to the computer, upgrade the driver to start the installation.

2.3 How do I configure network settings?

1. Insert a SIM card into your phone. The phone automatically configures Access Point Names (APNs).
2. To view the APNs, touch > **Settings** > **More…** > **Mobile networks** > **Access Point Names**.

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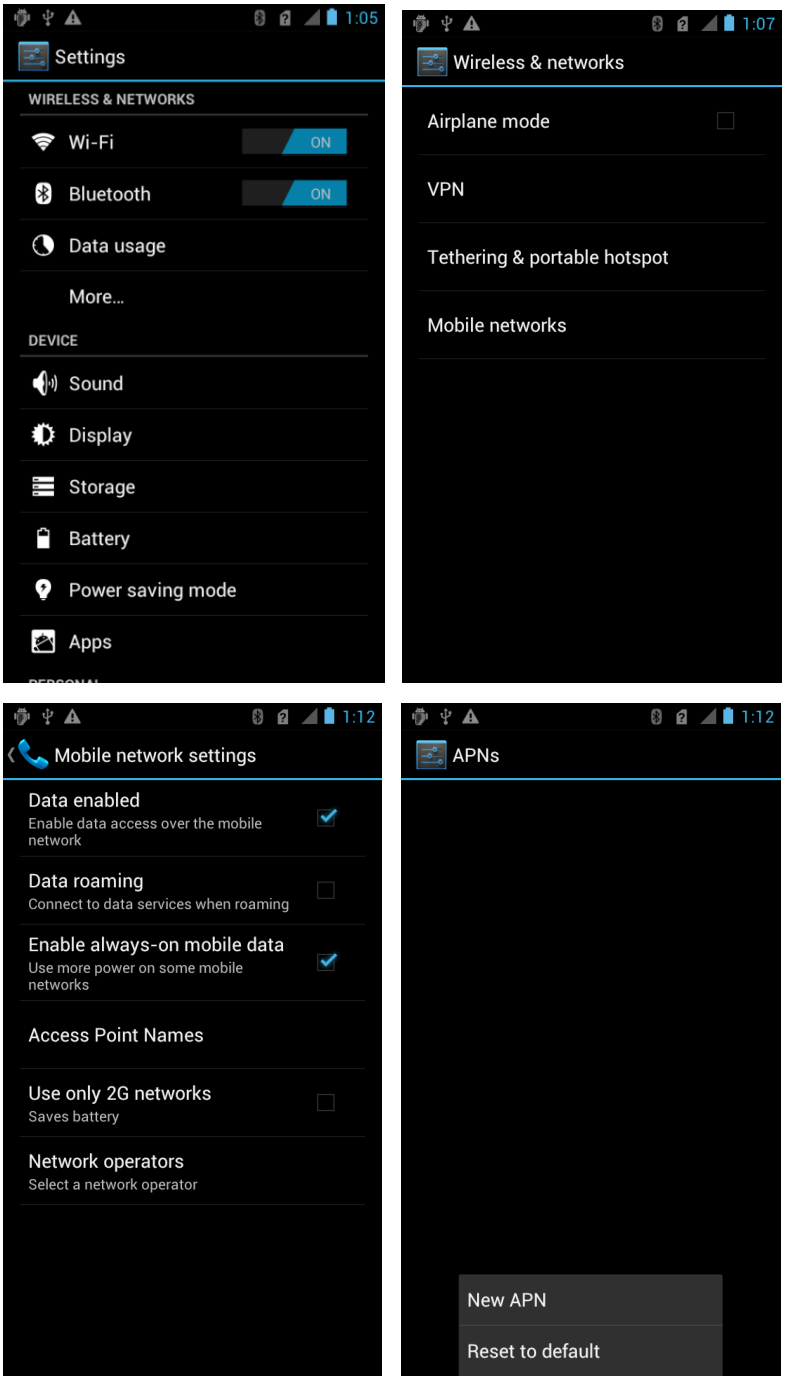

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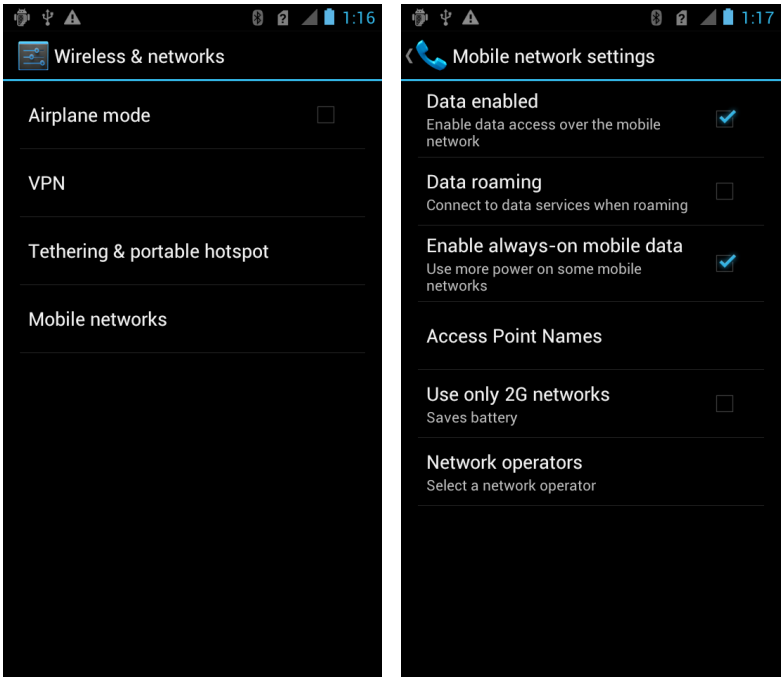
2.4 Wi-Fi

2.4.1 How do I use my phone as a Wi-Fi hotspot to access the Internet?

You can use your phone as a portable Wireless Fidelity (Wi-Fi) hotspot and share your phone's mobile data connection with another device. Then you can access the Internet from the device.

Touch > **System settings > More… > Tethering & portable hotspot > Configure WLAN hotspot**.

After the device finds your phone using Wi-Fi, you can access the Internet from the device using your phone's mobile data connection.



2.4.2 Does my phone support Wi-Fi?

Yes. Your phone supports 802.11b/g/n.

2.4.3 My phone is connected to a Wi-Fi network but I cannot open web pages sometimes. Why?

Possible causes are as follows:

- The Wi-Fi network is not connected to the Internet.
- The digital subscriber line (DSL) connection failed.
- A domain name service (DNS) problem occurred.
- The websites that the Wi-Fi hotspot can access are restricted.
- Your phone is faulty.

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2.4.4 I have turned on my phone's Wi-Fi, but it cannot detect Wi-Fi signals from a wireless router like other devices. What can I do?

- Check that the wireless router's service set identifier (SSID) is not hidden.
- Turn on your phone's Wi-Fi again.
- Restart your phone.

2.4.5 How do I know whether my phone is using its mobile data connection or a Wi-Fi connection to access the Internet?

Once connected to a Wi-Fi network, your phone uses the Wi-Fi network to access the Internet. The W-Fi icon in the notification bar indicates that your phone is connected to a Wi-Fi network.

2.4.6 My phone is connected to a hotspot but cannot access the Internet. Why?

- The network SSID and password have been changed.
- Your balance is insufficient.
- You are out of the Wi-Fi hotspot's coverage.
- The connection limit of the Wi-Fi hotspot has been reached.

2.4.7 The Wi-Fi option is unavailable or my mobile phone automatically turns off Wi-Fi after I turn it on. What can I do?

- Restart your phone.
- Check that your phone's hardware is working correctly.
- Upgrade your phone's software.

2.4.8 My phone's Wi-Fi connection constantly disconnects. What can I do?

If you do not want your Wi-Fi connection to be disconnected, select **Never**.

- **Always**: disconnect a Wi-Fi connection after your phone's screen turns off.
- **Only when plugged in**: never disconnect a Wi-Fi connection when the phone is charging.
- **Never**: never disconnect a Wi-Fi connection.

2.4.9 My phone is connected to both a Wi-Fi network and a 3G network. How do I know which network I am using for data services?

Once connected to a Wi-Fi network, your phone uses the Wi-Fi network for data services.

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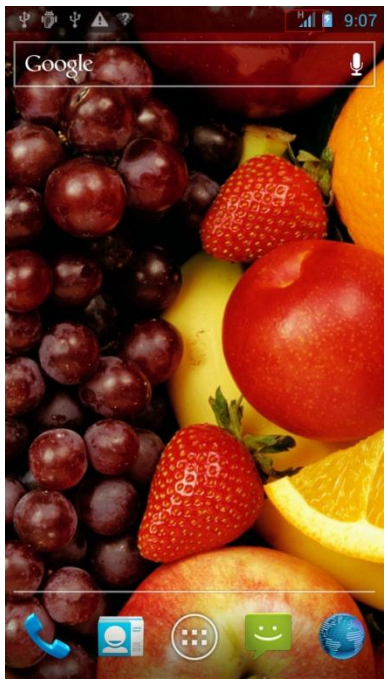
indicates that a 3G network is connected and indicates that a Wi-Fi network is connected.



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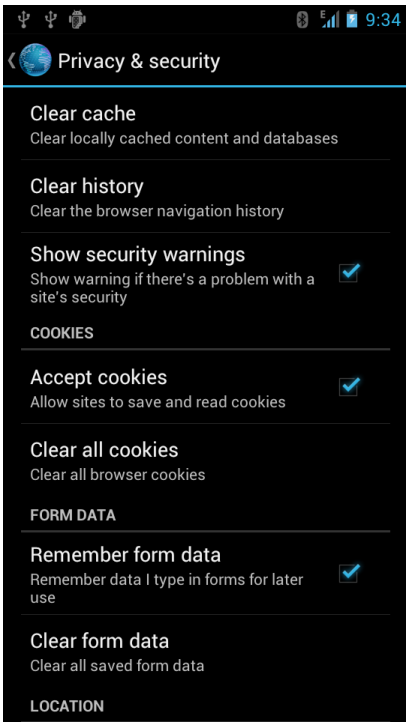
2.5 Internet Access

2.5.1 How do I clear my browser's cache and web history?

Launch your browser, open a web page, touch > **Settings** > **Privacy & security**, and touch **Clear cache** or **Clear history**.



2.5.2 Does my browser support full-screen mode and bookmarks? If yes, how do I set them?

Your browser does not support full-screen mode, but it supports bookmarks.

- To view the bookmark list, launch your browser, and touch > **Bookmarks**.
- To add a bookmark, on the desired web page, touch > **Save to bookmark**, edit the bookmark information, and touch **OK**.

2.5.3 Can I log in to my email account from a web page?

Yes.

2.5.4 Can I log in to my online banking account from my phone?

No.

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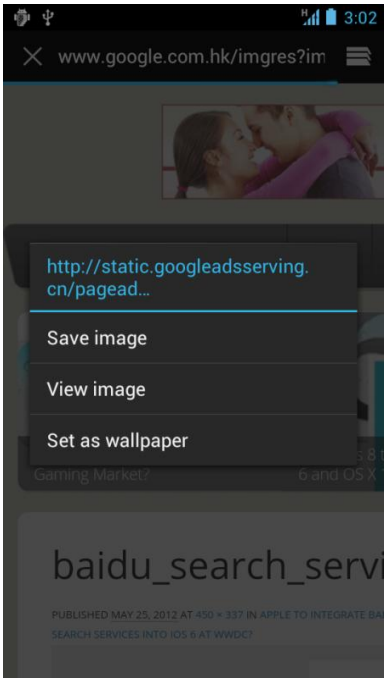
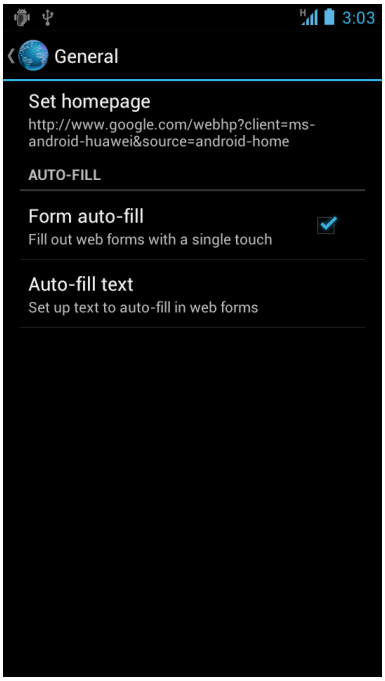
2.5.5 How do I save an image from a web page?

Touch and hold the image you want to save, and then select **Save image** from the displayed menu. The image is stored in **Gallery**.



2.5.6 How do I set my browser's home page?

Launch your browser, open a web page, and touch > **Settings** > **General** > **Set homepage**.



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2.5.7 How do I enable or disable my phone's mobile data connection?

To enable your phone's mobile data connection, touch > **System settings** > **More…** > **Mobile networks,** and select **Data enabled**. To disable the connection, clear **Data enabled**.

2.5.8 Can I use my phone to access the Internet during a call?

You can make or answer calls when you are accessing the Internet, and vice versa, if your phone is connected to a 3G network, but not if your phone is connected to a 2G network.

2.6 Language and Keyboard

2.6.1 Does the phone support text input using handwriting or an onscreen keyboard?

Yes. You can enter text using handwriting or an onscreen keyboard.

2.6.2 What text input methods does my phone support?

Your phone is preinstalled with the Android and Huawei input methods. You can also install other input methods.

2.6.3 I installed a new text input method but cannot use it. Why?

After installing an input method, you must select the input method: Touch > **System settings** > **Language & input**. Under **Default**, select the newly installed input method.

2.6.4 Does my phone support the stroke input method?

It depends on the input method software you are using on your phone.

2.6.5 Can I change the font size on my phone's screen?

No.

2.6.6 Does the Huawei input method support handwriting in full-screen mode?

Yes.

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2.7 Screen Lock

2.7.1 How do I enable a screen lock that must be unlocked using a PIN?

Touch > **System settings** > **Security** > **Screen lock** > **PIN**.

2.7.2 How do I enable a screen lock that must be unlocked using a pattern?

Touch > **System settings** > **Security** > **Screen lock** > **Pattern**, and follow the onscreen instructions to set a pattern.

2.7.3 How many times can I incorrectly draw the screen unlock pattern before my phone becomes locked?

The phone will be locked for 30 seconds if you incorrectly draw the screen unlock pattern five times.

2.7.4 How do I lock and unlock the screen?

If the phone is active, press the Power key to lock the screen.

If the screen is off, press the Power key to turn it on.

To unlock the screen, drag the lock icon in the middle of the screen right until it reaches the lock icon on the right of the screen.

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2.7.5 How do I use the Face Unlock function?

When your phone is restored to its factory settings or you are using the phone the first time, the Face Unlock function is available only when your phone has Internet access. Network is not required afterward.

To enable Face Unlock, touch > **System settings > Security** > **Screen lock > Face Unlock**, and follow the onscreen instructions.

2.8 Ebooks

2.8.1 What ebook formats does my phone support? What is the maximum size of an ebook to be read on the phone?

Your phone is preinstalled with the **Polaris Office** application that supports ebooks in .txt format without a limit on their size.

2.8.2 What Word document formats does my phone support?

Your phone supports Word documents in .doc and .docx formats.

2.8.3 How do I add a bookmark to an ebook?

Open Polaris Office and view a file, touch > **Bookmark**. You can touch a bookmark and read from there on.

2.8.4 Will the alarm go off when my phone is powered off?

Yes.

2.8.5 How do I add or remove an alarm?

- To add an alarm, touch > **Clock** > **Set alarm** > **Add alarm**.
- To delete an alarm, clear the check box before it.

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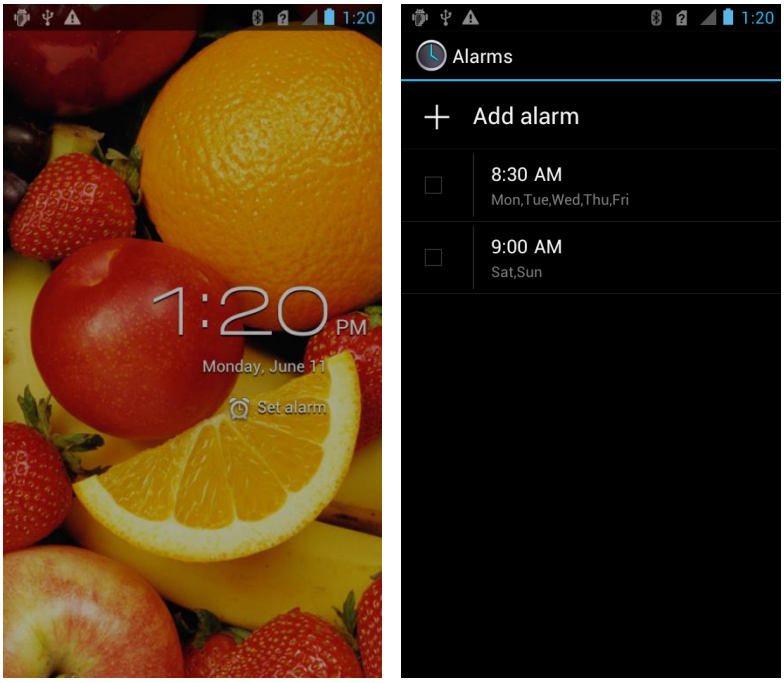

You can touch and hold an alarm, and turn it on or off, edit it, or delete it from the displayed options menu.

2.9 USB Tethering

You can connect your phone to a computer and use your phone's USB tethering function to share the phone's mobile data connection with the computer. If the computer runs Windows 7 or a latest Linux OS (such as Ubuntu), you can use your phone's USB tethering function without configuring settings on the computer. If the computer runs an earlier Windows or Linux OS, or another type of OS, you may need to install some configuration files before you use your phone's USB tethering function.

2.9.1 How do I use USB tethering if I connect my phone to a computer running Windows XP?

Before using tethering, ensure that your computer is installed with the USB driver for your phone and your phone can access the Internet.

Connect your phone to the computer using a USB cable. On your phone, touch > **System settings** > **More…** > **Tethering & portable hotspot**. You can then access the Internet on the computer using your phone's mobile data connection.

2.9.2 How do I use USB tethering if I connect my phone to a computer running Windows Vista or Windows 7?

Connect your phone to the computer using a USB cable. The computer automatically installs the driver for your phone.

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On your phone, touch > **System settings** > **More…** > **Tethering & portable hotspot**, and select **Bluetooth tethering**.

You can then access the Internet on the computer using your phone's mobile data connection.

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3 Applications

3.1 What third-party applications does my phone support?

Your phone supports all third-party applications based on an Android OS other than Java applications.

3.2 How do I obtain third-party applications?

Log in to **Hispace** or **Play Store** to download third-party applications.

NOTE
Clients preinstalled on your phone vary according to your phone's software.

3.3 How do I install, manage, and uninstall applications?

3.3.1 How do I install applications?

Touch > **System settings** > **Security**, and select **Unknown sources**.

Download applications from Hispace or Play Store and install them, or open File Manager to view downloaded applications and install them.

3.3.2 How do I manage applications?

Touch > **Settings** > **Apps**.

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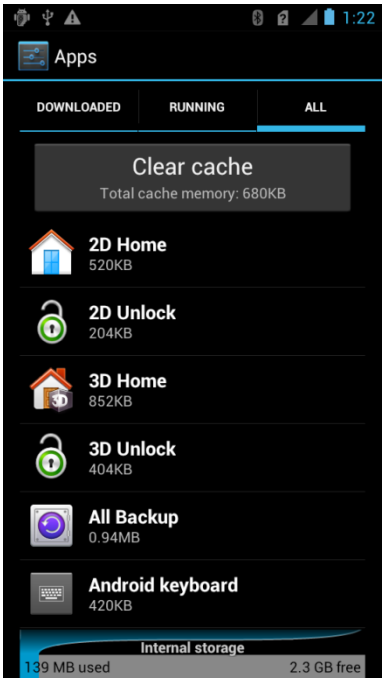
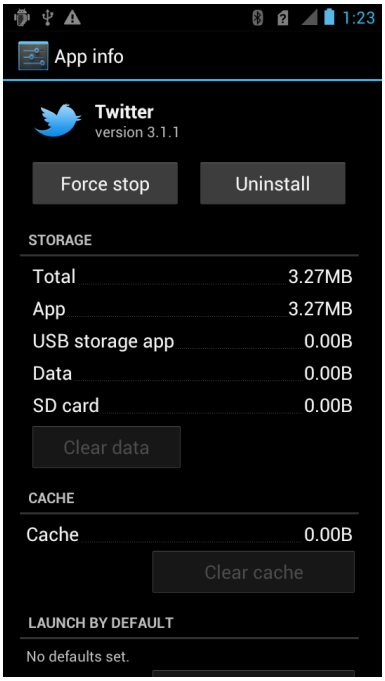


All applications installed on your phone are listed. Touch an application to perform a desired operation.

3.3.3 3.3.3 How do I uninstall applications?

Touch > **Settings** > **Apps**, select the application you want to uninstall, and touch **Uninstall**.



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3.4 I cannot install an application. Why? What can I do?

Possible causes and solutions are as follow:

- The Android application package (APK) is corrupted. To solve this problem, contact the APK provider.
- The application has already been installed. To solve this problem, uninstall and reinstall the application.
- The phone's available storage space is insufficient. To solve this problem, delete unnecessary files or uninstall some applications.

3.5 APK

3.5.1 How do I exit a running application?

To exit preinstalled applications, touch .

To exit third-party applications, touch . Some third-party applications may run in the backend after you touch . For details, refer to the applications' instructions.

To kill the applications running in the background, open Task Manager.

3.6 How do I solve the power consumption problem caused by third-party applications?

Third-party applications downloaded from application stores other than Hispace and Play Store may be incompatible with your phone. Once installed, they may consume a great deal of power and shorten your phone's standby time.

To solve the problem, use the preinstalled Task Manager application or other third-party task management applications to close the applications not in use.

3.7 DLNA

3.7.1 How do I use DLNA functions?

Digital Living Network Alliance (DLNA) provides a platform for you to easily and conveniently share media files. Using DLNA, you can:

- Share files on your phone with other DLNA users.
- View and open media files shared on your phone or other DLNA devices.
- Open a media file from your phone or other DLNA devices.
- Upload media files to a DLNA server.
- Download media files from a DLNA server.

Before using DLNA, ensure that:

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- All the devices used to share media files support DLNA functions.
- All the devices are connected to a Wi-Fi network using a router or Wi-Fi hotspot.
- DLNA is enabled on each device.

3.7.2 How do I add or delete shared files and folders?

NOTE

Before sharing media files, touch > **Settings**, and select **Share my files**, as shown in the following figure. If you do not enable the sharing function, other devices cannot find your phone when searching for peripheral devices.

- **Adding a shared file**

  Open DLNA, and touch **My shared files**. The **My shared files** screen is displayed, as shown in the following figure. Touch to display the **File Manager** screen.

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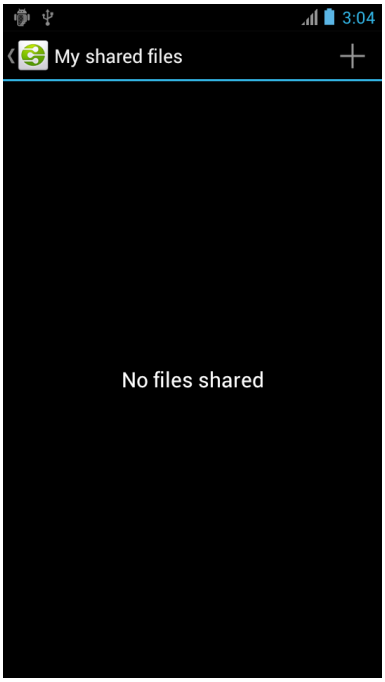
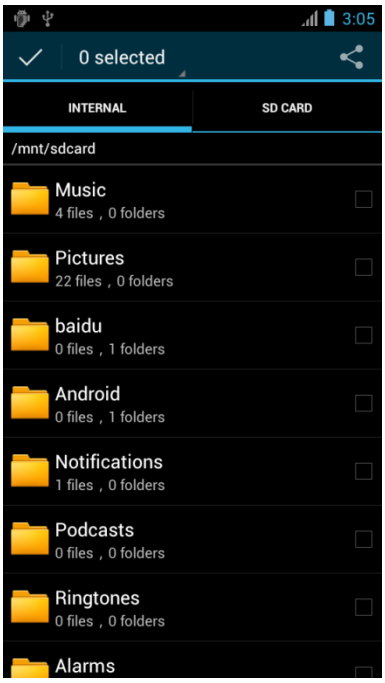


Select a media file or a folder that contains media files, and touch in the upper right corner, as shown in the following figure.



The files you selected will be displayed in a list, as shown in the following figure.

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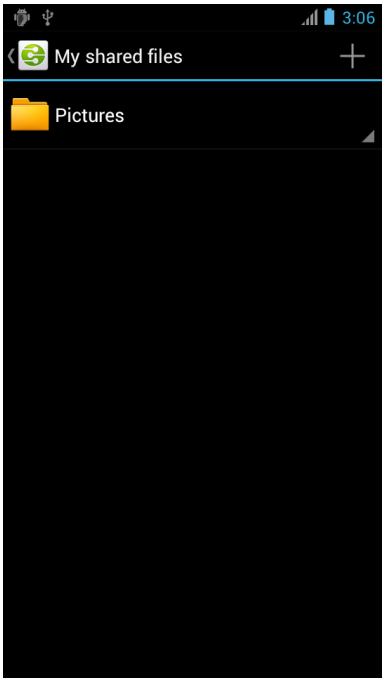
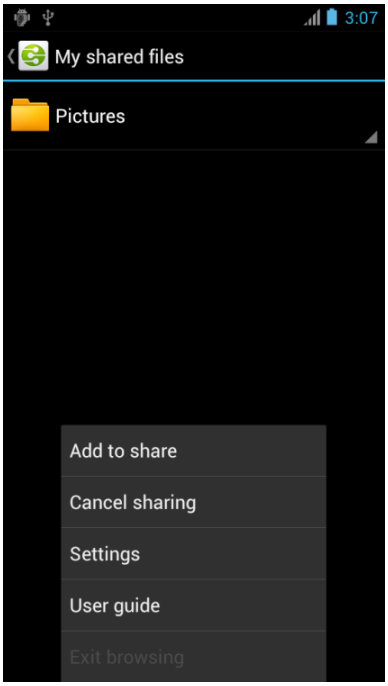


- **Deleting shared files and folders**

  To delete multiple shared files or folders at a time, touch > **Cancel sharing**, as shown in the following figure.



  Select the files or folders you do not want to share any more, and touch .

  To delete a specific file or folder, touch next to the file or folder, and select **Cancel sharing** from the options menu.

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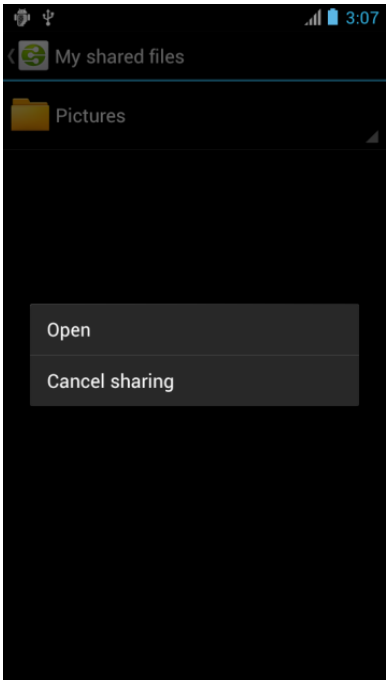

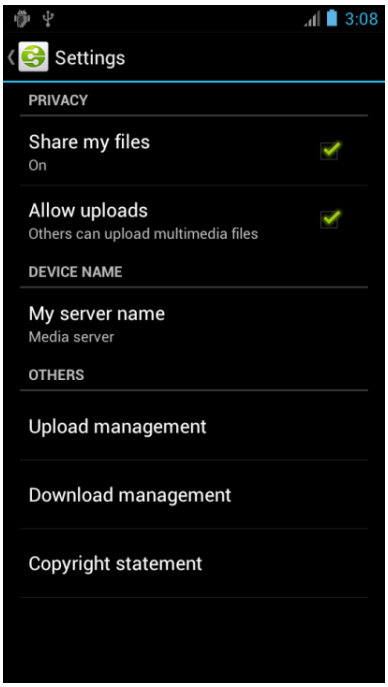

3.7.3 How do I open a shared file from my phone?

Method 1:

Step 1 Open **DLNA**, touch , and enter keywords in the search box.

Step 2 After the search results are displayed, touch the media file you want to open.

Method 2:

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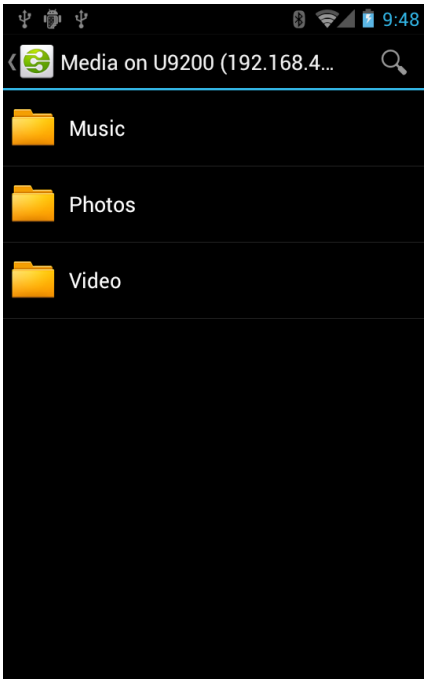
Step 1 Open DLNA, and touch **Peripheral devices**. The peripheral servers found are displayed.

Step 2 Touch a device.

Step 3 The contents on the device are displayed, as shown in the following figure.



Touch **Music**, **Photos**, or **Video** to view the corresponding files. Find the file you want to open, and touch it.

Method 3:

Step 1 Open **DLNA**, search for the file you want to open based on the file type.

Step 2 In the displayed server list, touch the destination server to view the media files shared on the server.

Step 3 Find the file you want to open, and touch it.

3.7.4 How do I play a media file from another DLNA device?

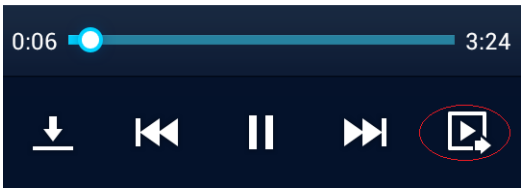
Find the media file you want to play, and then use either of the following methods to open it:

Method 1:

Touch and hold the file until the **File options** menu is displayed, and then touch **Send and play**.

Method 2:

Touch the file to play it on your phone.



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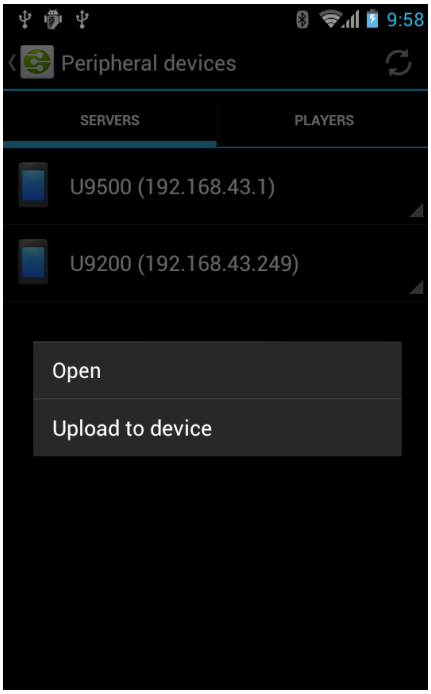
Touch to display the player list. Touch the player you want to use to play the file.

3.7.5 How do I download a media file?

Find the media file you want to download, touch and hold the file until the options menu is displayed, and touch **Download**. After being downloaded, the file is stored in the **download** folder under **DLNA**.

3.7.6 How do I upload a media file?

Open DLNA and touch **Peripheral devices**. The peripheral servers found are displayed. Touch and hold the server to which you want to upload a media file, an options menu is displayed as shown in the following figure.



Touch **Upload to device**, and **File Manager** is opened. Select the file you want to upload, and touch **Upload**.

NOTE
You can download uploaded media files or open them online.

3.7.7 What advantages do DLNA functions have?

Using DLNA functions, you can:

- Conveniently share, store, and access digital music anywhere at home.
- Easily manage, browse, print, and share digital photos.
- Store your favorite entertaining content on your phone and enjoy it outdoor.
- Record and replay the content accessed by multiple DLNA users.

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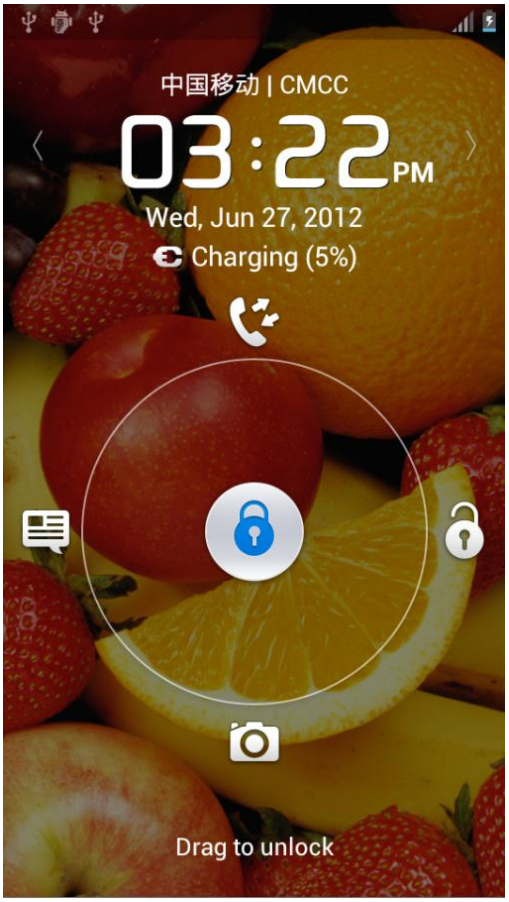
3.8 Screen Lock

3.8.1 How do I lock the screen?

- If idle for a specified period of time, the phone automatically locks the screen.
- If the phone is active, press the Power key to lock the screen.

3.8.2 How do I unlock the screen?

If the screen is off, press the Power key to turn it on. To unlock the screen, drag the lock icon in the middle of the screen down until it reaches the lock icon at the bottom of the screen.



3.9 Task Manager

3.9.1 What functions does Task Manger provide?

Similar to the task manager on a computer, your phone's Task Manager enables you to view and manage running applications.

3.9.2 How do I open Task Manager?

On any screen, touch and hold .

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3.9.3 What does the Task Manager screen look like?

As shown in the preceding figure, the **Task Manager** screen displays the latest running applications' thumbnails.

3.9.4 What can I do on the Task Manager screen?

- View thumbnails of the latest running applications.
- Drag a thumbnail left or right to close the corresponding application.
- Touch a running application's thumbnail to display the application's latest running screen.

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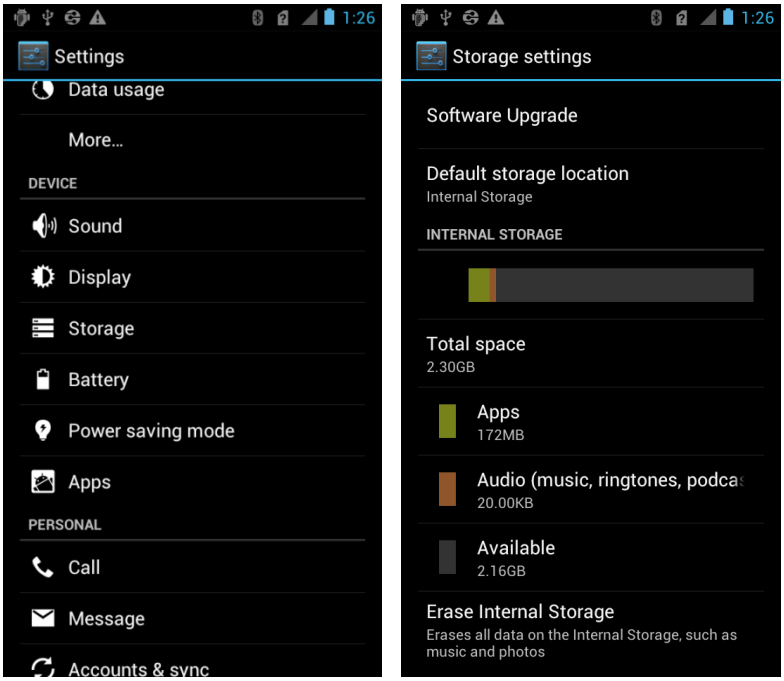
4 Others

4.1 How do I check the available space on the phone's internal memory and my microSD card?

Touch > **System settings** > **Storage**.



NOTE

Two types of storage are available on your phone: a 2.3 GB internal storage and a microSD card, both of which can be used to store data such as applications, photos, audio files, and video clips.

Your phone's maximum RAM space is 4 GB. The available RAM space varies according to the applications running on your phone. To check your phone's available memory space, install a dedicated APK. Your phone is not preinstalled with such applications.

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4.1.1 What is the maximum capacity of the microSD card supported by the phone?

32 GB.

4.1.2 My phone runs Android 4.0. Can I install applications on a microSD card?

You can only install applications on your phone's internal storage. You cannot install them on a microSD card.

If a microSD card is inserted, you can move the applications installed on your phone's internal storage to the microSD card.

If a microSD card is not inserted, you can move the applications installed on your phone's internal storage to your phone's internal user memory.

4.2 What data can be backed up on my phone?

- Contacts (Use **People**.)
- Calendar (Use third-party applications.)
- Commonly used data (Use third-party applications.)
- Before restoring your phone to its factory settings, you can back up the following data:
  Messages
  Call logs
  System settings
  Alarms
  Browser bookmarks
  Email accounts
  Calendar
  Notes
  Richpad
  Hispace
  Home screen settings
  Weather Clock
  Music playlists

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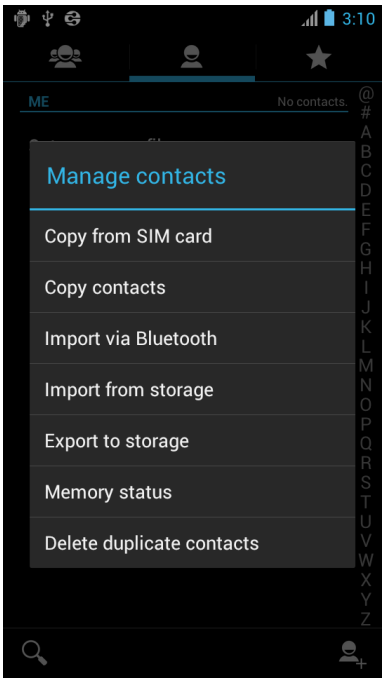
4.3 How do I use People to back up and restore my contacts?

4.3.1 How do I back up contacts to a microSD card?

Touch > **People** > > **Manage contacts** > **Export to storage** > **OK**. All contacts in your phone's **People** are saved to your microSD card's **Contact** folder in .vcf format.



4.3.2 How do I restore contacts from a microSD card?

Touch > **File Manager**. In the microSD card's root directory, and touch **Contact**, then the .vcf file that contains your backed up contacts. Touch **OK** > **Phone**, and open **Contacts**. Your phone refreshes the contact list.

4.3.3 How do I use All Backup to back up data?

Your phone is preinstalled with All Backup. To use All Backup, touch > **All Backup**, then the option you want to use.

4.3.4 How do I cut or copy files or folders from the phone's internal storage to its internal user memory or a microSD card?

- To copy or cut a single file or folder:

  Touch > **File Manager > Internal**. In the displayed list, touch and hold the file or folder you want to cut or copy. In the **File options** or **Folder options** menu, touch **Cut** or **Copy**. Touch **SD card**, then > **Paste**.

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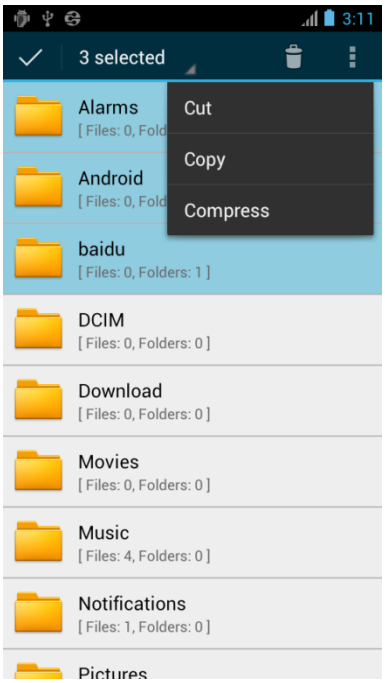
- To copy or cut multiple files or folders:

  Touch > **File Manager** > > **Select item(s)**, select the files or folders you want to cut or copy, and touch **Cut** or **Copy**. Touch **SD card**, then > **Paste**.



4.4 Common Skills

4.4.1 How do I customize the Home screens?

- To add an item to the Home screen, touch and hold a blank area until the **Add to Home screen** menu is displayed, and touch **Shortcuts**, **Widgets**, **3D widgets**, or **Folders**.
- To move an item on the Home screen, touch and hold the item, and drag it to the desired area.
- To remove an item from the Home screen, touch and hold the item, and drag it to the trash can at the bottom of the screen.
- To customize your theme, touch > **Application icons**, then **Boxy**, or **Breeze**. To customize your Home screen animation, touch > **Transitions**, then **Spinning**, or **Panning**.
- To set your wallpaper, touch > **Wallpaper**, then **Wallpaper**, **Live wallpaper**, or **Gallery**.

4.4.2 How do I save battery power?

To save battery power, enable the power saving mode from the settings screen or perform the following operations as required:

- When you are not using the phone, press the Power key to turn off the screen.

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- Touch > **Settings** > **Display** > **Sleep** to set the timeout period to a small value.
- Touch > **Settings** > **Display** > **Brightness** to set the brightness to a small value.
- Touch > **Settings** and turn off **Wi-Fi** and **Bluetooth**.
- Touch > **Settings** > **Accounts & sync** and turn off the switch.
- Touch > **Settings** > **More…** > **Mobile networks** and clear **Data enabled** to disable data services, or turn off **Data Switch** in the notification bar.
- Touch > **Settings** > **Location services** and clear **GPS satellites** to disable the GPS function.

4.4.3 How do I save data traffic?

- Disable data services when you are not using them.
- Disable data services if your phone is connected to a Wi-Fi network.
- Access Wireless Access Protocol (WAP) sites instead of websites.
- Touch > **Settings** > **Wireless & networks** > **Mobile networks**, and clear **Data enabled** to disable data services.
- Touch > **Settings** > **Accounts & sync,** and turn off the switch to disable background data synchronization.

4.4.4 My phone runs very slowly. What can I do?

- Close some running third-party applications.
- Uninstall some applications.
- Restart your phone.
- Restore your phone to its factory settings.

4.4.5 Can I uninstall applications customized by my service provider?

No.

4.4.6 My customized wallpaper automatically stretches. Why?

If set as your wallpaper, a picture will stretch to cover all the Home screens. For example, if you have five Home screens, the picture will be displayed as the wallpaper for all of them.

4.4.7 If I restore my phone to its factory settings, what data will be lost?

If you restore your phone to its factory settings, all data on your phone's internal storage and microSD card will be erased, such as your customized settings, call logs, and messages.

4.4.8 How do I increase my phone's internal storage space?

Delete unnecessary files or uninstall some applications.

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4.4.9 How do I disable keypad tones?

Touch > **Settings** > **Sound**, and clear **Dial pad touch tones**.

4.4.10 How do I turn on the screen after it turns off automatically?

Press the Power key.

4.4.11 How do I adjust the screen brightness?

Touch > **Settings** > **Display** > **Brightness**, and drag the slider to adjust the screen brightness.

4.4.12 How does my phone's key backlight save battery power?

To save battery power, the backlight of the four keys at the bottom of your phone varies according to the surroundings. If the surroundings are dark, the backlight turns on. If the surroundings are bright, the backlight turns off.

4.4.13 How do I enable or disable the airplane mode?

- Touch > **Settings** > **More…**, and select or clear **Airplane mode**.
- Press and hold the Power key and touch **Airplane mode** in the displayed options menu.

4.4.14 How do I restore my phone to its factory settings?

Touch > **Settings** > **Back & reset** > **Factory data reset**.

4.4.15 How do I assign a picture to a contact?

- Method 1:

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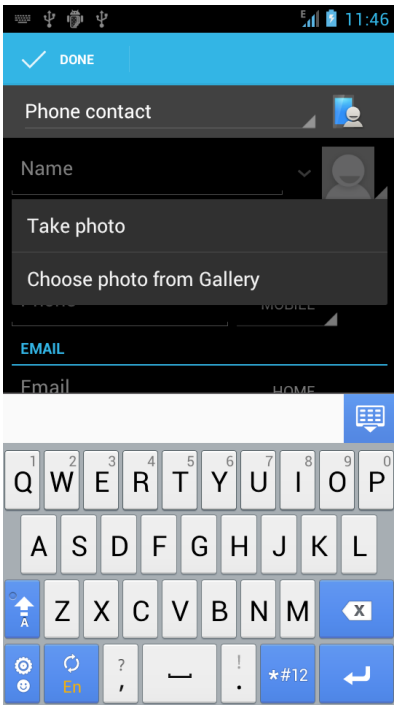
Touch > **People** > > .



- Method 2:

  Touch > **Gallery** and view the desired picture. Touch > **Set picture as** > **Contact photo**.

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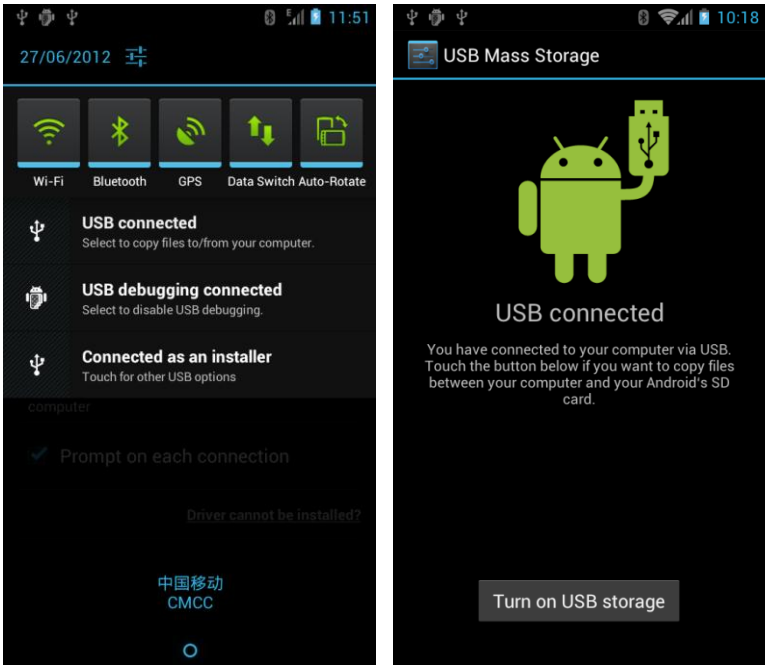
4.4.16 How do I use my phone as a USB mass storage device?

Connect your phone to a computer using a USB cable, flick down the notification bar, and touch **USB connected**.



4.5 Phone Basics

4.5.1 What are smartphones?

Smartphones run OSs installed and feature advanced functions such as calling, personal information management, email, Wi-Fi, and GPS. Smartphones adopt an application architecture similar to computers', often use touchscreens, and allow you to download and install third-party applications.

4.5.2 What OS does my phone run?

Android 4.0 (Ice Cream Sandwich).

4.5.3 How do I install the USB driver for my phone? Does my phone come with HiSuite?

1. You do not need to install the USB driver for your phone manually. The driver is installed automatically when you connect your phone to a computer.
2. Your phone does not come with HiSuite.

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4.5.4 What is my phone's CPU frequency? I used a software to check my phone's CPU frequency and find that it is different from the nominal one. Why?

Your phone's CPU runs at a nominal frequency of 1.5 GHz.

To reduce power consumption, your phone's CPU may not run at a full speed all the time. In this case, the measured CPU frequency will differ from the nominal value.

4.5.5 Does the phone support the Canvas UI?

Yes. Your phone supports a maximum of five screens.

4.5.6 Does my phone come with a full touchscreen?

Yes. Your phone comes with a capacitive full touchscreen.

4.5.7 Does my phone come with a tilt sensor? How do I use it?

Yes. The phone has a tilt sensor for entertainment purposes. If the tilt sensor is enabled, your phone automatically changes its screen orientation when you turn it sideways. This enables you to watch video clips on your phone in landscape mode or play tilt sensor-based games. To enable the tilt sensor, touch > **Settings** > **Display**, and select **Auto-rotate screen**.

4.5.8 Does my phone come with an FM radio? How do I use it?

Yes. Your phone comes with an FM radio. To use the FM radio, touch > **FM Radio**.

Note: You can use the FM radio only after you connect the headset to the phone.

4.5.9 Does my phone support a digital compass?

Yes.

4.5.10 How much storage space does my phone have?

RAM: 1 GB. The RAM available for users are 300 MB (dependent on your phone's software).

Internal storage: 2.3 GB

4.5.11 Are my phone's antennas embedded?

Yes.

4.5.12 Can I set themes on the phone?

Yes. To download a theme, touch > **Theme settings**

4.5.13 Is my phone's SIM card removable?

Yes.

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4.5.14 Does my phone support video chat?

Yes, but your phone is not preinstalled with any video chat applications. Download one if you want to start a video chat.

4.5.15 Does my phone support multi-touch?

Yes.

4.5.16 Does my phone support scheduled power-on and power-off?

No, but enabled alarms will go off even if your phone is powered off.

4.5.17 Can I use my phone as a portable Wi-Fi hotspot?

Yes.

4.5.18 Is data traffic incurred if I use my phone's preinstalled PowerWord?

- Data traffic is not incurred if you use **PowerWord** offline.
- Data traffic is incurred if you use **PowerWord** online.

4.5.19 Is my phone's touchscreen capacitive or resistive?

It is capacitive.

4.5.20 When I use my phone as a modem, what OSs does my phone support?

Windows XP, Windows Vista, and Windows 7.

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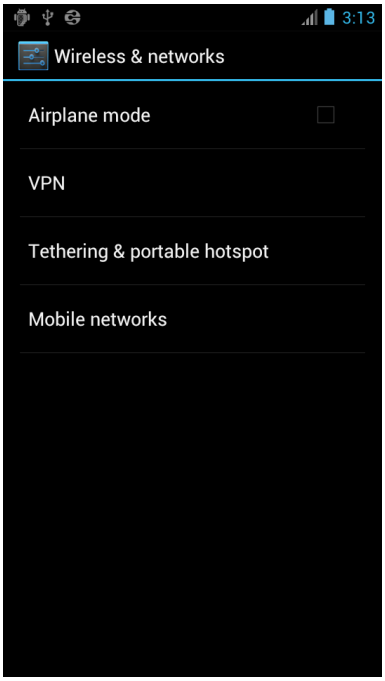
4.5.21 Does the phone support virtual private networks?

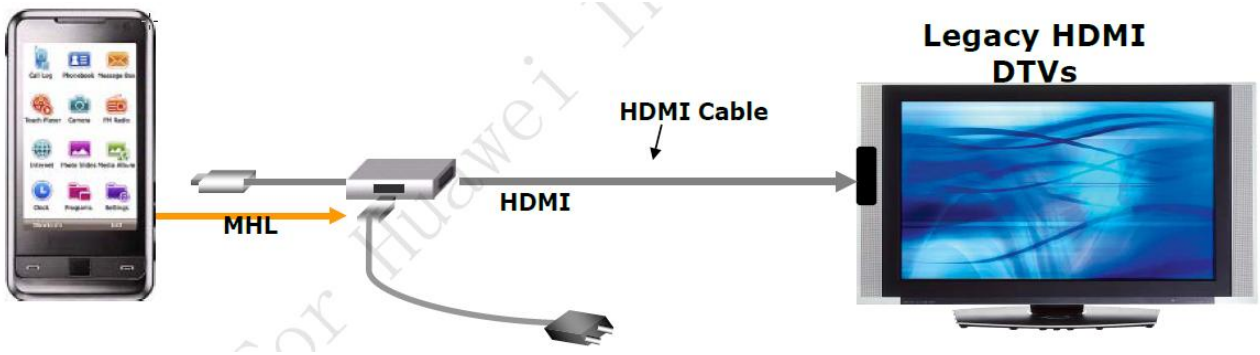
Yes. To configure virtual private networks (VPNs), touch > **Settings** > **More…** > **VPN**.



4.5.22 How do I use the MHL function?

Step 1 Prepare a HDMI cable (to connect to the TV), a MHL-to-HDMI adapter (to convert MHL signals into HDMI signals), and a USB power adapter (to charge the MHL-to-HDMI adapter).

Step 2 Connect the phone to the MHL-to-HDMI adapter using a MHL cable, connect the TV to the MHL-to-HDMI adapter using a HDMI cable, and connect the MHL-to-HDMI adapter to a power supply using the USB power adapter. Your phone's contents will be displayed on the TV in 3 to 5 seconds.



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